

St. Augustine Emergency Shelter Planning Team Meeting
September 9, 2008 7:00-8:15 PM

Attendees: Dan Dupont, Kim Ackerman, Sue Ruppel, Rich Marino, John Callear, Jay Brumbaugh, Kathy & Jim Jones, Rich Marino, Pat King and Paul Bedard.

Please welcome a new member, Pat King. She is interested in helping with communications in the shelter operations center. She also brings experience in operating the clothes closet for CARITAS.

Agenda

- Opening prayer (Paul)
- Time keeper: (Paul)
- Red Cross training certificates from March training and prior
- Recap of Hanna preparations
 - Lessons Learned
- Phone Tree: Dan
- Shelter Operating Procedures: Dan
- Checklists: Paul
- September 27th Shelter Training Exercise: Paul
 - Participation
 - Full setup
 - Start with phone tree
 - Internal Communications (between areas)
 - Shelter Reporting
 - Shelter areas to shelter operations
 - Shelter operations to shelter areas
 - Shelter Status Report to Red Cross
 - Use of phones, hand held radios, computers & printers, person to person
 - Use of forms and white boards for recording, reporting and tallying
 - Time line
- Red Cross shelter team meeting Oct 4th: Paul
 - Shelter team procedures for on-call support
 - Red Cross opportunities

Summary:

1. Red Cross training certificates: Katharine was not able to attend the meeting. We need to send remaining certificates that were not given out after the March training exercise to the volunteers. We need to do a better job next time in setting up a ceremony and distributing the certificates.
2. Recap of Hanna preparations:
 - The Red Cross sent out a request to be ready to open a shelter at 10:30 AM Wednesday, September 10th, and be ready to open as early as Thursday.

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- We had an excellent response from team members and volunteers. 24 responded that they could support and 7 reported that they would not available.
 - There was consensus within the team that we should not set up on Saturday (which was our original plan), unless called by the Red Cross. This was wise, as it would put team members at risk being out on in the weather, when not needed to set up the shelter. As it turned out, the Red Cross did not need us to open a shelter. We were one of three sites ready to open and had 24 of the 50+ volunteers who were ready to staff the shelters.
3. Phone Tree: Dan. Dan provided copies of the phone tree for review and verification of personal information. We will use it to initiate short notice notification of shelter operations. Paul will send it out via email to all planning team members. We will use it to kick off our training exercise on September 27th. Calls will go out on Friday, September 26th to alert the team for set up on Saturday.
 4. Shelter Operating Procedures: Dan. Dan is updating the shelter operations manual. He will provide them to team members at the exercise on September 17th. Please review and mark your recommended changes.
 5. Checklists: Paul. Paul has developed checklists for a number of the shelter areas. They basically take the information from the shelter operations manual and put in a checklist format that can be used by volunteers as a guide to actions in each area. He provided copies to attendees and will send the files to Dan. Dan has produced copies for the shelter operations manual. Paul requested that we review them for format and content; changes/recommendations are welcomed.
 6. September 27th Shelter Training Exercise: Paul
 - Participation: team members, Red Cross trained volunteers and interested parishioners
 - Full setup: setup all areas starting at 8 AM, so that we can start the exercise by 9 AM.
 - Start with phone tree: use phone tree to call all team members on Friday, September 26th.
 - Internal Communications (between areas): purpose of the exercise is to review and practice our communication procedures and techniques to develop and standardize how we run the shelter.
 - Shelter Reporting: the flow of information between the shelter operations center and all shelter areas
 - a. Shelter areas to shelter operations: what information is gathered and sent.
 - b. Shelter operations to shelter areas: what information is distributed to the shelter areas
 - c. Shelter Status Report to Red Cross: what information goes into this report and where (which shelter areas) does it originate.

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- Use of phones, hand held radios, computers & printers, person to person
 - a. Phones: Registration (Commons); Food Service (kitchen); shelter operations center (classroom 10/11); health (room behind nursery, if we can get an extension line from the Commons).
 - b. Hand held radios: shelter operations center, registration, shelter manager
 - c. Computer with printer: shelter operations center
 - d. We need phone hookups in classroom 18/19 and the nurse station (room behind nursery). Paul will coordinate with Caroline Honing, the parish business manager.
- Use of forms and white boards for recording, reporting and tallying
- Time line: see last page
- 7. Purpose of Red Cross shelter team meeting Saturday, October 4th (9-11 AM): Paul will attend. Others are welcome to attend.
 - Preparing a rotation schedule of church teams for on-call support
 - a. A strategy for notification of church teams to help Red Cross open, staff and run shelters in a faster and more-timely manner
 - b. Rotation schedule of church teams to respond to local emergencies (fill first two shifts: 8 AM-midnight)
 - Red Cross opportunities to join Red Cross Mass Care Coordinating Committee
 - Red Cross refresher training (shelter teams, small groups team members, new team members)
 - Training to deploy to national emergencies
- 8. Storage cabinet. We moved the Christian Formation cabinet from the room behind the nursery to classroom 18/19. Dan will coordinate with Katharine for the approval to purchase a storage cabinet for the shelter team. Once approved, he will purchase the cabinet for installation in the room behind the nursery (nurse's station).
- 9. Next meeting: Shelter Training Exercise, Saturday September 27th: 8 AM set up; 9-12 shelter training exercise.

Respectfully submitted,

Paul Bedard

September 13, 2008

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**Shelter Training Exercise Time Line
September 27, 2008**

Time	Event	Location	Team	Participants
8:00-9:00	Setup shelter areas	Hall, Commons & Classrooms	Team setup areas	
9:00-9:15	Welcome & refreshments	Commons, Hall	Meet & greet	Arrive, sign in
9:15-9:55	Exercise overview; review communications, forms and reports	Hall	Leads review communications, forms and reports	Participate; provide feedback
10:00-10:30	Initial actions: communications, forms and reports	Team areas	Initial actions: Shelter areas react to scenario.	Participate; provide feedback
10:30-11:00	Ongoing actions: communications, forms and reports	Team areas	Ongoing actions: Shelter areas react to scenario.	Participate; provide feedback
11:00-11:30	Closing actions: communications, forms and reports	Team areas	Closing actions: Shelter areas react to scenario.	Participate; provide feedback
11:30-12:00	Review lessons learned	Hall	Participate; take notes.	Participate; provide feedback
12:00	Cleanup	Building Complex	Cleanup areas	Help if able

Scenario Outline

Scenario: Hurricane to hit Hampton Roads/Norfolk area causing major evacuation to Richmond area. Red Cross wants St. Augustine to be ready to open its shelter by 9:00 AM on September 27, 2008.

Apply requirements of each shelter area to support shelter residents.

- **Communications**
- **Forms used**
- **Reports: initial and daily report to the Red Cross**

Each shelter area apply these to:

- **Initial actions (day 1 setup)**
- **Ongoing actions (day 2)**
- **Closing actions (day 3)**