

St. Augustine Shelter Training Exercise Notes

September 27, 2008 8:00 AM -12:30 PM

Attendees: 14 team members and two volunteers (Eva Boyce and Danyell Honing).

Shelter Training Exercise Outline:

- 8:00-9:00: setup
- 9:00-9:15 Welcome; Hall
- 9:15-10:30: Hall: review exercise goals: communications, reporting, use of forms
- 10:30-11:30:
 - Team areas: Apply initial action tasks
 - Team areas: Apply on-going action tasks
 - Team areas: Apply closing actions tasks
- 11:30-12:30: Hall: after exercise review
- 12:30-12:40 cleanup

Summary:

1. Setup:

- We set up the shelter areas as we would for operating the shelter:
 - a. Registration: Commons
 - b. Dormitory: Hall
 - c. Feeding: Hall & main kitchen
 - d. Health: room behind nursery
 - e. Mental Health: classroom 9
 - f. Shelter Operations Center: classroom 9/10
 - 1) Information
 - 2) Communications
 - 3) Logistics
 - 4) Volunteer Coordination
 - 5) Shelter Operations
 - 6) Shelter Manager/Shift Leader
 - g. Press room: classroom: classroom 18/19
 - h. Responder break room: classroom 18/19
 - i. Red Cross staff: classroom 17
 - j. Shelter volunteer sleep area: classroom 13/14
 - k. Residents with special needs: classroom 8
 - l. Resident visiting room: classroom16

2. Review exercise goals and exercise outline (spreadsheet handout).

- Paul welcomed the team and volunteers and opened the meeting with a prayer.
- Eva and Danyell were assigned to registration.
- Pat King will work in the operations center with Dan to support communications between the shelter areas and the operations center.
- Registration performed the volunteer coordination functions:
 - a. distributed name tags, made name tags for the volunteers
 - b. updated the volunteer roster
 - c. managed the posting of volunteer shift information to he roster
- Telephone tree: We reviewed the procedures followed when we activated the phone tree Friday evening, as part of the shelter training exercise.
 - a. Everyone reviewed their contact information.
 - b. Dan will post changes; and add Pat King to the phone tree. Also add Kirk and Patty Orris.
 - c. Dan will look into producing the phone tree on business card-size cards so that all team members can have ready access to the phone tree.

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- Communications:
 - a. Hand-held radios: it was recommended that we request funding from the parish to purchase 4 radios for exclusive use; the religious education team no longer has any radios.
 - b. Phones: Caroline Honing (parish business manager will request phone for classroom 18/19 and the disaster health room (behind the nursery). Phone lines are already located in the Commons, kitchen, and classroom 10/11. The drop in the Commons was not working during the exercise, preventing us from practicing internal calls.
 - c. Shelter phone number listing: volunteer coordination will get volunteer phone information (including cell phone) during volunteer sign-in. They will pass this information to shelter operations, who will develop a master shelter phone list. This will enable the team to include cell phones in our communication plan and usage (if necessary). The phone list will include all the building and parish office phone numbers, naming shelter area phone numbers, and other key phone numbers.
- Shelter operations manual: Dan asked the team to review and make changes to their copies. Dan will update the manual. He will make two sets: one to leave with the shelter kit, and one so that the planning team members can have their own book to use. We need to get them translated into Spanish. Paul will coordinate this effort.
- Shelter area checklists: Paul discussed the checklists that have been developed for a number of the shelter areas.
 - a. 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.
 - b. Dan has produced copies for the shelter operations manual. Paul requested that we review them for format and content; changes/recommendations, please.
 - c. There is a blank checklist. Contact Paul if you would like a copy to use.
 - d. We need to get them translated into Spanish. Paul will coordinate this effort.
- Shelter training exercise: Paul covered the following:
 - a. Training objective: review and practice internal communications and reporting procedures to get comfortable with our procedures and capture lessons learned for improving operations. Produce a shelter report based on the training scenario.
 - b. The training scenario was organized around initial, on-going, and closing actions, to mirror the Red Cross tasks in their operations manual. Each is included in the scenario time line. There are columns for all shelter areas with "x". This indicates that almost every area is affected by a scenario situation. Therefore, we all need to be aware of what is going on. So we need to have a have communication methods and standards that ensure that we keep everyone informed.
 - c. There are actions listed under each scenario by time, designed to require team actions. All this should lead to information sharing and reporting by shelter team members with the production of a shelter report (by the shelter operations center) based on input by the shelter leads for all the shelter areas.
 - d. As it turned out, our opening meeting ran until 10:30 AM (due to excellent and necessary discussion). We modified the scenario to reduce the reports from three to one (the final shelter report),

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3. Review shelter operations.
 - Shelter storage cabinet: Katharine will coordinate with the parish staff to use CARITAS funds (courtesy of Kathy Jones, CARITAS organizer). Upon approval, Dan will purchase the cabinet. We will place it in the disaster health room (behind the nursery). We will need to get a good lock and determine how many keys we will need.
 - Shelter kit: Currently, our shelter kit and all forms, supplies, medical kit, and operations manuals, are stored in the Bingo store room, courtesy of the Bingo committee. We will move all these items to the storage cabinet.
 - Shelter manager: Red Cross training certificates: Katharine brought the Red Cross training certificates from March and prior training sessions. She distributed them to those present and will mail the remainder.
 - Volunteer coordination: procedures for accommodating people other than residents.
 - a. First responders (police, fire, rescue, etc) will be directed to/guided to the shelter operations room. Volunteer coordination is responsible for recording their sign-in/out. All people will be accounted within the shelter at all times.
 - b. Press will be guided to the shelter operations room for sign-in.
 - Information: Dealing with the press: David Gibson outlined the procedures with dealing with the press.
 - a. Protect the privacy of residents. No photos/interviews/press in the dormitory area.
 - b. If the press report to Registration, immediately guided them to the shelter operations room for sign-in.
 - c. If they want to interview residents, shelter operations/information lead will coordinate with the dormitory lead to ask residents if they would like to be interviewed. If there are any takers, coordinate to have the interviews in the press room.
 - Feeding: Terry Knapp has developed the following to support feeding:
 - a. 3-day feeding plan and menu for 50 people
 - b. List of food available from the parish food pantry
 - c. List of local grocery stores
 - Dormitory: residents with pets. Red Cross does not permit pets in its shelters. The discussion identified ways to support pets on the parish grounds.
 - a. Use the auxiliary building for pets in cages (cleaning issue)
 - b. Use the 20X20 tent from the picnic committee (weather permitting); temporary solution
 - c. List of animal shelters/hospitals/kreaennals in the
 - Shelter operations center:
 - a. Pat King will join shelter operations and assist communications with the shelter areas by carrying messages and information to from them. She will work closely with Dan and Dave to maintain a good information flow and support reporting.
 - b. Shelter operations will set up message boxes in the operations center for all the shelter areas and will use large envelopes to transport information.
 - c. We will set up a computer with printer to support the shelter operations center: print forms, reports, communicate with the Red Cross.
 - Information:
 - a. Need large signs for the parking lot to identify the shelter.
 - b. Need disaster radio with batteries or one that does not need batteries
 - Disaster mental health: Grace Marino identified the need for a cot in classroom 9 for use in treating residents.
 - Disaster health:

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- a. The door lock to the health room requires a parish #1 master key. Paul will request a key from the parish staff.
 - b. Coordinate with to request the Bon Secures health wagon to visit the shelter (like they do on a regular basis at St. Augustine's).
 - c. We need to identify Spanish speakers to help with translation of resident health needs. Coordination with Registration is the key.
 - d. We need to make a contact list of all local pharmacies to support residents. We need addresses and driving directions (for residents and shelter logistics).
 - e. Medical supplies needed: diabetic supplies, examination table paper roll,
4. After exercise review of lessons learned:
- Shift change briefing: Paul recommended that we review the exercise like a shift change (to practice this format and visualize the need). However, there was not enough time to cover the details of each area, so we limited the discussion to lessons learned.
 - Dan, shelter operations:
 - a. Operations will conduct shift change briefing for the outgoing and incoming shifts one hour before the end of the shift.
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 - Carol Gibson and Eunice Langlois: health
 - a. Need for medical supplies for the shelter kit to replace outdated items and add other items. Submit request through Katharine.
 - b. Does our staff need a medical waiver to dispense over-the counter (OTC) medications
 - c. Concern about the disposition and security of health records. Turn them into shelter operations at shelter closing for delivery to the Red Cross.
 - d. Need information on Red Cross training opportunities
 - Dave Gibson: information:
 - a. How to deal with the press
 - b. Signs for the parking lot
 - c. Weather report
 - d. Meetings with residents
 - e. Phone calls for residents (in/out); location of nearest public phones?
 - f. Conversion kits and antennas for parish TVs
 - g. Resident sign-up lists for clothing
 - h. No entry sign on church; remove after registration is complete; replace with bilingual no food/drinks sign.
 - Kim Ackerman: registration:
 - a. Report problem: how account for residents who sign-out (temporary: going to work, etc.). Dan will look at our report.
 - b. How track special needs.
 - c.
 - John Callear and Rich Marino: logistics
 - a. Need to develop forms for food supplies (Terry has done this).
 - b. Need inventory forms
 - c. (For Kathy Jones) Towels and comfort kits; how many do we have for CARITAS?
 - d. Need air horn for alerting the building of danger (tornado/fire/etc)
 - e. Need building evacuation or tornado shelter procedures
 - f. Who picks up supplies: stores, pharmacies, Red Cross?

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- Terry Knapp: feeding
 - a. List of parish food pantry items
 - b. Food list
 - c. 3-day plan for meals for 50 residents

- Paul Bedard: volunteer coordination.
 - a. We need information from our planning team and shelter volunteers so that we can adequately plan for staffing the shelter 24/7 for three days.
 - b. The Richmond Red Cross chapter also needs to know our availability to staff shelters in Richmond and the seven surrounding counties.
 - c. All shelter exercise participants completed the survey below.
 - d. We need the reset of the team and volunteers to complete the survey below. Respond to this email by completing the applicable blocks.

For those who were not able to attend the exercise last weekend, please complete the survey below by placing an X in the blocks that apply.

Shift Availability					St. Augustine	Richmond Area
SHIFT 1: 7AM-4PM	SHIFT 2: 3PM-12AM	SHIFT 3: 11PM-8AM	SHIFT: WEEKEND	ON CALL SHORT NOTICE	ON CALL SHORT NOTICE	ON CALL SHORT NOTICE

Thanks

Respectfully submitted,

Paul Bedard

October 7, 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)**