

## Red Cross Disaster Simulation Exercise Outline (March 14, 2009)

The Red Cross Shelter Simulation Exercise is a practice in how the St. Augustine shelter team will operate an emergency shelter when requested by the Red Cross. The following is an outline of the concept and execution of tasks:

- Time: 8:00 AM to 1:00 PM
- 8:00 AM to 9:00 AM:
  - a. Set up all shelter areas (for start of exercise): registration, dormitory, food service, health and mental health areas, and operations center (information, logistics, volunteer coordination, and operations).
  - b. Post signs throughout shelter (everyone help with this under the direction of Information lead (David Gibson)).
  - c. Get forms ready for use (all areas).
- 9:00-9:15: Welcome participants, sign-in
- 9:15 – 9:55: Exercise overview, information flow during the exercise, assign participants to three teams.
- Red Cross general plan for the exercise (Red Cross trainer(s)).
  - a. Exercise concept and flow
  - b. Open, operate and close the shelter
  - c. Inject incidents during the exercise to test shelter team knowledge of Red Cross values and operations and the functioning of the shelter.
- Assign participants to three (evenly divided) teams. Determine how to accommodate dependent children.
  - a. Note: assumes 30 participants with 10 per team. Three groups will work with 12-30+ participants.
  - b. If less than 12 participants, form 2 groups.
- Organization of shelter into 3 stations for participant team rotation and time schedule.
  - a. Station #1: Commons: Registration, Health, and Mental Health
  - b. Station #2: Hall: Dormitory, Food Service, and Logistics
  - c. Station #3: Classroom 10/11: Shelter Manager, Information/Communications, Volunteer Coordination, and Shelter Operations.
- Training concept for the simulation exercise and everyone's role (Shelter team).
  - a. Shelter team members operate all Red Cross areas.
  - b. Participants will be assigned to teams (1, 2, or 3) and shelter areas.
  - c. There will be 3 planned rotations of shelter areas. During each rotation participant teams will move to the next assigned shelter area.
    - 1) Participant teams will change shelter area roles during each rotation.
    - 2) Shelter team members will operate their assigned area for rotation 1 and 3.
    - 3) Shelter team members will rotate to another shelter area during rotation 2.
  - d. Shelter team members brief participant teams on their assigned area (initial/on-going/closing actions = 5 minute overview per area).
  - e. Shelter team members involve participants in the operation of their shelter area based on the situation.
  - f. Participant team members join in the simulation scenario/ask questions to clarify shelter area requirements/tasks.
  - g. Participants may arrive and depart the simulation exercise at any time. They may be accompanied by family members.
  - h. Shelter team and participant team members respond to the Red Cross inject questions and formulate answers.
  - i. Shelter team members use report forms and communications to report inject incident and results to the Shelter Operations Center; develop

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accurate status of their area throughout the simulation exercise; and keep the shelter operations center informed of their information and status. Shelter operations keeps the other shelter area reps informed of the shelter status.

- j. Make phone, radio or personal checks (all areas). Maintain communications throughout the simulation exercise between each shelter area and the shelter operations center.
- Movement of 3 teams through the 3 stations:
  - a. Station #1 to #2.
  - b. #2 to #3 (Logistics team member leads participants to station #3 shelter operations).
  - c. #3 to #1 (Volunteer coordination team member leads participants to station #1 Commons).
  - d. Close shelter (participant teams stay at last station).
- Movement of 2 teams through the 3 stations:
  - a. Group # 1: Station #1 to #2 to #3.
  - b. Group #3: Station #3 to #1 to #2.
  - c. Close shelter (participant teams stay at last station).
- Review Information reporting, forms used, flow of information, and role of operations center.
  - a. Report initial information to operations center.
  - b. Use forms provided during walk-thru.
  - c. Operations center prepare initial summary by area for shelter report.
  - d. All areas report information from exercise play to operations center (inject incidents provided by Red Cross trainers).
- Possible Red Cross events that require shelter team action:
  - a. Delivery of cots, blankets, comfort kits, radios, etc.
  - b. Red Cross HAM radio operator sets up communications.
  - c. Red Cross delivers meal from Virginia Food Bank.
  - d. Red Cross scenario injects.
- Bilingual aspects of training and operating each shelter area.
  - a. Bilingual (English/Spanish) shelter team members and participants assist in translation requirements throughout the exercise. Make recommendations on improvements needed in this area.
  - b. Objective: bi-lingual shelter team members at registration; bi-lingual person accompany each participant team; bi-lingual shelter team members support other shelter areas as needed; provide bi-lingual signs throughout the shelter.
  - c. Goal: have bilingual shelter team members for all shelter areas.
- 10:00-12:00: Movement of the 3 teams through the 3 shelter area stations; timing also applies to 2 teams.
  - a. 40 minutes per station
  - b. 10:00-10:40: 5 minute overview; opening shelter tasks; set up area tasks; Red Cross injects
  - c. 10:40-11:20: 5 minute overview; on-going operations; information reporting; Red Cross injects.
  - d. 11:20-12:00: 5 minute overview; Close shelter tasks: Red Cross injects; inventory supplies and equipment; final report; turn-in equipment and supplies; return tables to hall; return all shelter team signs to shelter operations center. Shelter operations center prepares final shelter report. All shelter team members and participants sign-out and turn-in their equipment and name tags.
- 12:00-12:30: Lunch in hall.
  - a. Shelter team members serve meal to participants and shelter team: help from participants, as needed.

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- b. Meal source depends on Red Cross exercise plan: 2009: Virginia Food Bank prepares food; Red Cross delivers food to the shelter; shelter team provides number of meals to be fed; receives and serves meals.
  - c. Red Cross evaluators may start the review of the simulation exercise during the meal.
- 12:30-1:00: Red Cross review of the simulation exercise in hall.
  - a. Red Cross evaluators provide feedback on exercise.
  - b. Shelter team members and participants provide input.
  - c. Participants ask questions on shelter operations and Red Cross training.
  - d. Shelter team member(s) take notes for team review.
- 1:00: Exercise terminates; final cleanup

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**Shelter Simulation Exercise Time Line**

<b>Time</b>	<b>Event</b>	<b>Volunteer Team #1</b>	<b>Volunteer Team #2</b>	<b>Volunteer Team #3</b>
8:00-9:00	Shelter team: setup shelter areas			
9:00-9:15	Welcome & refreshments	Sign in; name tags; meet & greet	Sign in; name tags; meet & greet	Sign in; name tags; meet & greet
9:15-9:55	Exercise overview, team assignment of participants, and overview of how the shelter areas will flow information operation	Form shelter team for exercise	Form shelter team for exercise	Form shelter team for exercise
10:00-10:40	Shelter Initial actions; shelter set up; Red Cross injects	Station 1: Commons: Registration, Health, Mental Health	Station 2: Hall: Dormitory, Food Service, Logistics	Station 3; Room 10/11 (Opns Center): Shelter Mgr, Information, Volunteer Coordination, Shelter Operations
10:40-11:20	Shelter area: ongoing actions; shelter communications; Red Cross injects	Station 2: Hall: Dormitory, Food Service, Logistics	Station 3; Room 10/11 (Opns Center): Shelter Mgr, Information, Volunteer Coordination, Shelter Operations	Station 1: Commons: Registration, Health, Mental Health
11:20-12:00	Close Shelter: final report, forms, tear-down, take down signs, clean area	Station 3; Room 10/11 (Opns Center): Shelter Mgr, Information, Volunteer Coordination, Shelter Operations	Station 1: Commons: Registration, Health, Mental Health	Station 2: Hall: Dormitory, Food Service, Logistics; help prepare, layout lunch
12:00-12:30	Lunch in hall; team help serve	Lunch in hall	Lunch in hall	Lunch in hall
12:30-1:00	Red Cross review of exercise	Participate; provide feedback on experience; identify area preferences & shift times	Participate; provide feedback on experience; identify area preferences & shift times	Participate; provide feedback on experience; identify area preferences & shift times
1:00 PM	Exercise termination	Depart; help cleanup if able	Depart; help cleanup if able	Depart; help cleanup if able

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Planning guidance for the exercise; some tasks:

- All:
  - Complete shelter volunteer sign-in form provided by Evelyn and Fran (shelter operations center)
  - Get name tags from Evelyn and Fran
  - Setup your area; then help with posting signs (at 8:30 if not sooner; David Gibson has the lead)
  - Make sure you have the blank forms for :
    - reporting your information and
    - recording supply items on hand, used, and needed
  - With only 40 minutes for each station (plan for a max of 5 minutes per presenter in each area plus time for questions; operations center, 5 minutes per presenter).
    - Each station designates a time keeper to keep on schedule and not exceed the time for each area presenter.
    - Each station provide a person to lead the participant team to the next station
- John and Donna (Shelter Kit and Medical Kit):
  - Open door to Bingo store room
  - Dan, Dave, Kim, Sue, Evelyn and Fran: move shelter kit to shelter operations and registration.
  - Carol, Kathryn and Eunice and Joyce and move medical kit to nurse station.
- Terry/Jay/Dell/Patty (Food Service):
  - Inventory kitchen items and supplies.
  - Menu for the exercise: Request Virginia Food Bank menu from shelter operations.
  - Post menu on Resident Information Board; Dave Gibson post menu in the shelter operations.
- Kathy (Dormitory):
  - Oversee setup of cots and tables in the hall.
  - Coordinate cot assignment plan with Registration (Kim).
- John and Rich (Logistics):
  - Make sure all areas have the blank forms that you need
  - Check with Dan on the flow to the operations center
  - Help with the setup of the cots
  - Control the issue of 2 radios if received from the Red Cross; provide to Jim Jones in the operations center
- Kim/Sue/Claudia/Danielle/Reina (Registration):
  - Registration Kit.
  - Help with participant sign-in and issue name tags.
  - Check phone hookup in Commons. Call Operations Center (275-4003).
  - Coordinate cot assignment plan with Dormitory (Kathy).
- Claudia and Reina:
  - Support bi-lingual registration.
  - Help with bi-lingual translation in other areas, as needed; primary support to health and mental health.
  - Please provide your input throughout the exercise on how we can perform the bilingual training and shelter operating functions.
- Evelyn/Fran (Volunteer Coordination):
  - Help initially with participant sign-in and issue name tags to participants
  - Setup Volunteer Coordination table in operations center
  - Provide and maintain Shelter Volunteer sign-in form for all shelter team members. Instruct all shelter team members to complete this form.

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- Ask if volunteers want to use their cell phone during the exercise to help with calls inside the shelter. If yes, add cell phone number to the information form.
- Provide completed forms to Dan in the operations center.
- Get current volunteer roster from Paul/shelter manager
- Donna (shelter operations) priorities:
  - Help Dan with Shelter Operations Center reports and shelter operations log.
  - Help Evelyn and Fran with volunteer sign-in
  - Help John and Rich with the logistics information forms and reports
  - Help David with Information reports
- Kathryn/Carol/Eunice (Disaster Health):
  - During setup of Disaster Health, let logistics (John and Rich) know if you need tables, or other items.
- Grace/Julie (Disaster Mental Health):
  - During setup of Disaster Mental Health, let logistics (John and Rich) know if you need tables, or other items.
- Dan/Donna/Kirk (Shelter Operations Center):
  - Oversee setup of operations center: Dan
  - Shelter Operations Manual, signs and copies of blank forms. Shelter manuals for team members. Phones. Easels with butcher paper.
  - Oversee setup of Volunteer room (#13/14) and Red Cross staff room #17
- Jim (Communications):
  - Support Dan and David in the Shelter Operations Center, by maintaining the communications equipment; phone watch; shelter operations log.
  - Receive 2 Red Cross radios from logistics (John or Rich)
    - Keep one in the operations center (Dan)
    - Provide the other to Paul
  - Setup St. Augustine hand held radios (if available); start the charging
    - Verify that they operate on the same frequency
    - Provide parish owned radios to:
      - Kim (Commons)
      - Terry (Kitchen)
      - Dan (operations center)
- David (Information/Communications):
  - Get Sign Kit from shelter kit.
  - Oversee posting of signs (start at about 8:30, or earlier if people are ready)
  - Set up bulletin board in client information area
    - Bulletin Board, easel with butcher paper
  - Oversee setup of classroom 18/19
    - Press room
    - Police/fire/rescue break area
- Paul (Shelter Manager):
  - Shelter Kit, Shelter Manager Pubs and forms,
  - Set up laptop computer and printer, and files for shelter operations reference information, volunteer rosters, and key to hall complex.
  - Provide volunteer coordination with latest volunteer roster
  - Check all areas.
- Katharine (Shelter Manager):
  - Parish hand held radios and charger; Parish laptop computer (?) and key to audio/visual aids room. Paul and Dan will help carry the items.