

St. Augustine Shelter Team  
Procedures to Respond to Red Cross Emergencies

Purpose: Outline procedures to identify shelter team members who would be available to respond to Red Cross emergencies; contact them; and confirm with the Red Cross which shelter team members can respond to their request for shelter volunteers.

Reason: When disaster strikes, the Red Cross relies on trained volunteers to set up and staff emergency shelters. The Red Cross must act quickly to meet the needs of those affected. Contacting volunteers to operate the shelters is time consuming. A pool of volunteers who are ready to respond immediately when contacted can save the Red Cross as much as two hours of reaction time. The St. Augustine Emergency Response Team is our parish's attempt to meet this Red Cross need.

1. Identify on a monthly basis who can respond to Red Cross requests.
  - a. Establish a pool of Red Cross-trained volunteers who would respond to Red Cross emergency requests.
  - b. Name the pool of volunteers as the St. Augustine Red Cross Emergency Response Team.
  - c. Qualifications:
    - 1) Parish volunteers who have completed Red Cross training in Shelter Operations
    - 2) Member of the shelter team; or Red Cross-trained volunteer.
    - 3) If the volunteer has not completed Red Cross training in Shelter Operations, coordinate with the shelter team leader to schedule attendance at Red Cross training. Ensure that they are always accompanied by a trained volunteer before assignment.
  - d. Contact shelter team members and parish volunteers to request participation as a member of the Emergency Response Team. Requirement: On call (one week per month as scheduled) to respond to Red Cross emergencies.
    - 1) Prepare bulletin/pulpit announcements and flyers.
    - 2) Send out emails to address list of shelter team and current volunteers.
    - 3) Coordinate with the Volunteer Coordination lead and shelter team leader to recruit parish volunteers.
  - e. Develop a volunteer contact information sheet for completion by volunteers.
    - 1) Name
    - 2) Phone: home/work/cell
    - 3) Email: home/work (Note: email enables quick notification during the weekdays)
    - 4) Completed Red Cross Shelter Operations training class: Y/N
    - 5) Spanish Speaker: Y/N
    - 6) Availability: check all that apply
      - a) Weekday
      - b) Weekend
      - c) Holiday
      - d) Daytime
      - e) Evening
      - f) Explain any special situation that would affect availability.
    - 7) Advise that on-call assignments will be for one week a month (Monday through Sunday).
2. Compile a list of Emergency Response Team names by week of who are available to be on call for the employment month.
  - a. Prepare a master roster for the Emergency Response Team.
  - b. Contact emergency response team members the month preceding the employment month to determine their availability.
    - 1) Prepare a standard email message format and address list.
    - 2) Confirm receipt of each volunteer's response.
  - c. Prepare a monthly on-call schedule by week that also addresses monthly overlaps (5<sup>th</sup> week):
    - 1) On-call period: Monday through Sunday;

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- 2) Continue the week starting on Monday into the next month.
  - d. Assign Emergency Response Team members on-call responsibilities for a one week period (Monday through Sunday).
    - 1) Publish monthly Red Cross Emergency Response schedule. Request each member confirm their assignment. Distribution:
      - a) Emergency Response Team members
      - b) Red Cross emergency response volunteer coordinator
      - c) Shelter Team
      - d) Shelter volunteer list.
      - e) Parish Bulletin (Justice & Peace section)
      - f) Parish Website administrator
    - 2) Send out the proposed schedule to Emergency Response Team members by the 1<sup>st</sup> week of month;
    - 3) Request response by 2<sup>nd</sup> week; confirm all responses before publishing the final schedule.
    - 4) Publish the Red Cross Emergency Response schedule by 3<sup>rd</sup> week.
    - 5) Send monthly Emergency Response Team schedule to Red Cross by email.
  - e. Include the provision to call all members of the Emergency Response Team when the Red Cross emergency warrants a massive shelter team response.
    - 1) Add Emergency Response Team to the shelter team phone tree.
  - f. When the number of volunteers in a week is 3 or more, form a response team and designate a team leader.
    - 1) Send monthly Emergency Response Team schedule to Red Cross by email.
3. Send monthly Emergency Response Team schedule to Red Cross by email.
    - a. Provide Emergency Response Team point of contact (POC) contact information.
    - b. Provide the Red Cross the Emergency Response Team schedule for the employment month consisting of the number of volunteers available each week of the month.
    - c. Identify responders who have not completed the Red Cross shelter operations training course.
      - 1) Ensure that this volunteer is accompanied by a trained volunteer.
      - 2) Never assign two untrained volunteers unless each has an assigned trained volunteer.
  4. Establish Emergency Response Team notification procedures:
    - a. Identify who will be the Emergency Response Team on-call point of contact (POC) for receiving Red Cross requests for shelter volunteers.
    - b. Provide Emergency Response Team POC information to the Red Cross.
      - 1) When called by the Red Cross, the Emergency Response Team POC will contact the individuals on call for the current week (Monday-Sunday) and determine whether they can respond to the emergency.
      - 2) For those who can respond, the Emergency Response Team POC will provide their contact information to the Red Cross POC for immediate coordination of the details.
  5. Prepare Emergency Response Team information packets for all Emergency Response Team members.
    - a. Shelter Operations area checklists
    - b. Red Cross personal items kit list: Tips for Shelter Workers
  6. Provide Emergency Response Team members preparatory training and response team information:
    - a. Review Red Cross shelter requirements and checklists
      - 1) Red Cross Shelter Operations Manual (provided by Red Cross at during Shelter Operations training class)
      - 2) Shelter team checklists
      - 3) Red Cross personal items kit list: Tips for Shelter Workers
    - b. Provide Emergency Response Team information packet (shelter area check lists)
  7. Advise Emergency Response Team members to report lessons learned from a Red Cross emergency:

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- a. If deployed to a Red Cross emergency, Emergency Response Team members, request that they provide a summary of lessons learned to the shelter team at their next meeting (schedule permitting).
  - b. The intent is to share their experience with the shelter team and the Emergency Response Team to aid all team members in preparing to support Red Cross emergencies.
8. Major Red Cross emergencies: Depending on the situation (e.g., hurricane or large apartment fire), the Red Cross request for volunteers could require the whole shelter team to set up the St. Augustine shelter, or provide a shelter team to another location. If a shelter shift (3-5) or individuals are needed, the response would be as outlined above.

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St. Augustine Emergency Response Team  
Volunteer Contact Information Form

When disaster strikes, the Red Cross relies on trained volunteers to set up and staff emergency shelters. The Red Cross must act quickly to meet the needs of those affected. Contacting volunteers to operate the shelters is time consuming. A pool of volunteers who are ready to respond immediately when contacted can save the Red Cross as much as two hours of reaction time. The St. Augustine Emergency Response Team is our parish's attempt to meet this Red Cross need.

Qualifications: Parish volunteers who have completed the 4-hour Red Cross training course in Shelter Operations. If you have not completed this training course, the shelter team leader will coordinate your attendance at the next available Red Cross training opportunity.

On-call assignments will be for one week a month (Monday through Sunday). Once you have joined the Emergency Response Team, the coordinator will contact you to schedule an orientation, preparation training, and provide an information packet.

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: (enables quick notification during weekdays)

Home: _____	:	_____
Work: _____	:	_____
Cell: _____	:	_____

Completed Red Cross Shelter Operations training class: Y \_\_\_/ N\_\_\_  
(If no, the Shelter Team will ensure that each untrained volunteer will be paired with a trained volunteer).

Spanish Speaker: Y\_\_\_ / N \_\_\_

Normal availability: (check all that apply)

- Weekday \_\_\_
- Weekend \_\_\_
- Holiday \_\_\_
- Daytime \_\_\_
- Over night \_\_\_

Please identify any special situation that would affect your availability.

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Thanks for volunteering for this important ministry in helping our neighbor in need.

St. Augustine Emergency Shelter Team

**TIPS FOR SHELTER WORKERS**  
**(Provided by the Richmond Red Cross)**

Local residents who evacuate to a shelter are advised to bring a disaster kit stocked with supplies that will make their stay more comfortable. These items should include bedding, snacks that meet their dietary requirements, books or small games, copies of important papers, toiletries, and so forth. They rely on shelter workers to provide them with other necessary resources.

Shelter workers also need to bring a supplies kit when they arrive at the facility. Depending on the situation, members of the shelter team may be commuting to the shelter from their homes, or they may have to stay in the shelter for the duration.

The best plan is to prepare for the unexpected. Each shelter worker should bring a personal disaster kit, containing all the supplies listed in the Red Cross brochure Be Red Cross Ready:

**Water**

At least one gallon per person per day

**Note:** water may be in short supply at the shelter, depending on circumstances

**Food**

Pack non-perishable, high-protein items, including energy bars, ready-to-eat soup, peanut butter, etc. Select foods that require no refrigeration, preparation or cooking and little or no water.

**Note:** food may not be immediately available, or meet the worker's dietary needs

**Flashlight**

Hand-crank and alternative energy options are available. Include extra batteries, if applicable

**Note:** the shelter power supply might be unpredictable

**First aid kit**

Include a first aid reference guide

**Medications**

Don't forget prescription and non-prescription items

**Radio**

Include extra batteries or use a hand-crank radio

**Tools**

Gather a wrench to turn off gas if necessary, a manual can opener, screwdriver, hammer, pliers, knife, duct tape, plastic sheeting, garbage bags and tie

**Note:** most of these items are necessary for sheltering-in-place at home, but should be kept in the disaster supplies kit just in case

**Clothing**

Provide a change of clothes for everyone, including sturdy shoes and gloves

**Personal items**

Remember copies of important papers, including identification cards, insurance policies, birth certificates, passports, etc., eyeglasses, contact lenses and solution, and comfort items like toys and books, if pertinent

**Sleeping bag or bedding and a pillow**

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**Sanitary supplies**

Toilet paper, towelettes, feminine supplies, personal hygiene items, bleach, etc.

**Money**

Have cash. (ATMs and credit cards won't work if the power is out)

**Contact information**

Carry a current list of family phone numbers and e-mail addresses, including someone out of the area who may be easier to reach if local phone lines are out of service or overloaded

**Pet supplies**

For each pet, include food, water, a collar, a leash/cage/carrying case, litter box or plastic bags, tags, any medications and vaccination information

**Note:** Shelter workers probably won't have their pets with them, but a pet owner's disaster supply kit should have these items, which can be left with a family member

**Maps**

A map of your local area in case of roadblocks

A map marked with an evacuation route marked