

Notes from Red Cross Training Class
Logistics and Disaster Simulation Exercise
December 10, 2005 (9 AM-2 PM)

Attendees: Mary Lou Marple, Jeannette Ortiz, Pat Kennedy and Paul Bedard, plus five other volunteers from around the state. The instructor was Mike Fickle.

General observation: The course was oriented from the Red Cross (RC) level, addressing how they are organized and how they flow logistics support down to the RC volunteers and clients. The class did not get into the specifics of how to perform logistics-related tasks at the shelter level. However, it was very informative of how the Red Cross does business. This is helpful to us at the shelter level in understanding how the Red Cross operates to support each shelter and disaster.

The handouts were good and will be helpful to us at the shelter level.

- The admin team should provide copies to all the area leads, shelter managers, and those working on the logistics area group.
- The admin team should establish a library of reference/training materials.
- If there is a way to scan some of the Red Cross materials to make a digital copy or to get them electronically from the Red Cross, then George could post them to our shelter web page for easy access.

Overview:

Logistics is the foundation of disaster relief. It provides the support structure for all Red Cross functions.

- Enables timely response for disaster relief.
- Responsible for the centralized acquisition and distribution of resources to support the needs of Red Cross workers (the customer) and people in need of disaster relief (clients).
- Red Cross logistics has three components:
 - **Transportation** (vehicles for transporting people, supplies and services)
 - Emergency Response Vehicle (ERV): one in Richmond
 - **Facilities** (buildings that provide shelters, Red Cross control centers, warehouses)
 - **Supplies** (for disaster relief)

Richmond Red Cross chapter and disaster support in Virginia.

- Has a representative in the Virginia State Emergency Operations Center (EOC).
- Disaster coordinator and team at the RC office in Richmond (Carey St)
- VHF radio/HAM radio/other communications
- Logistics officer. Responsible for:
 - Mass care
 - Shelter support
 - Client service center

Red Cross Logistics in general: Patience, persistence and attention to detail

- Environment: Details, priorities, everything needed yesterday.
- Organize, make things happen.
- Covers every process of the Red Cross operation

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Transportation

- Acquire vehicles for Red Cross, if needed.
- Manage Red Cross fleet of vehicles.
- Custodial Red Cross chapter (non-disaster)
 - Receive vehicles for chapter:
 - Acquire, distribute, track all rental vehicles
 - Computer tracking of rental vehicles from Red Cross regional offices (5)
 - Logistics maintains vehicles during disaster
 - Turn over vehicles to Mass Care for disaster use
 - Vehicle operators get on the job training (OJT) to operate the vehicles
 - Transports all Red Cross relief workers
 - Provide shuttle service to Red Cross workers

Facilities.

- Buildings: shelters, warehouses, kitchens.
 - Agreement on use.
 - Owners needs
 - Length of use window
 - Walk-thru inspection with owner and checklist
 - Pre-survey discrepancies: note broken/inoperative
 - Maintenance service during use.
 - Cleaning during use (by Red Cross workers)
 - Final cleaning
 - Closing agreement (checklist)
 - Objective: Leave facility in as good shape as found it.
 - Safe, secure, accessible.
 - Example of facility: Arthur Ashe Center, Richmond.
 - Use Red Cross volunteers to run it (e.g. St. Augustine team).
 - Red Cross support for what is needed

Disaster Action Team (at Red Cross Chapter).

- Immediate response to disaster (e.g., apartment fire).
- Identify requirements.
 - Dispatch Emergency Response Vehicle (ERV) to disaster site.
 - Support first responders (fire, police and rescue workers)
 - Support disaster victims
 - Team identifies number of people affected and requirements
 - Put people in hotel
 - Feeding at local restaurants
 - Alert for establishing a shelter if needed (could call St. Augustine)
 - Acquire needed supplies
 - Transportation of needed supplies
 - Think outside the box
 - Add more response teams as needed (1-4 teams)

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Walk-thru of Richmond Red Cross Chapter building.

- Repository for Red Cross forms.
- Family Service Push Kit with all forms for three days. Used 3-4 days into disaster by Family Service
- **Emergency Response Vehicle (ERV)**
 - Located at the Richmond Chapter
 - National Red Cross asset (maintained by the Richmond Chapter)
 - Can be deployed by National outside of Virginia
 - Size of a large ambulance
 - Serve 200 people
 - Cambro coolers for 3 meals per day for 200 people
 - Stocked with food and water/juice by Richmond Chapter
 - Logistics responsible for maintaining it
 - Inventory List of items on vehicle

Logistics Simulation Exercise. (Simulation of how logistics works at the Richmond Red Cross Chapter. The scenario was similar to simulation exercise used for the mass care class. Each player had to apply the general principles to their assigned position.

- Logistics committee. (Players)
 - Disaster Coordinator: Controlled the exercise.
 - Logistics lead
 - Transportation
 - Supply
 - Facilities
 - Invoice review
- **Disaster Categories**
 - Cat 1: House fire
 - Cat 2: 10-250 people displaced
 - Cat 3: Hurricane Gaston-Richmond
 - Cat 4: Hurricane Isabel-Virginia
 - Cat 5: Hurricane Katrina-Gulf Coast
- **Feeding** during local emergencies: (Communications are critical)
 - Feeding first night: local restaurant
 - Red Cross picks up food
 - Use kitchen at local school to distribute meals
 - Food service next day
 - Red Cross staff a kitchen
 - Procurement purchases food & supplies
 - Inventory supplies
 - Distribute meals
 - Account for food
 - Red Cross hire food service
- **Supplies** during local emergencies: (procurement)
 - Cots: (sources)

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- Red Cross has 50 on hand at chapter
- Red Cross supply center at Lorton, VA
- Other Red Cross Disaster Field distribution centers
- Local community is best source
- National Guard?
- **Security** during local emergencies:
 - Sheriff/off duty police
- **Janitorial plan** (at shelter) during local emergencies:
 - Use clients to assist Red Cross workers
- **Medical** during local emergencies: (Communications are critical)
 - Basic needs
 - Special needs