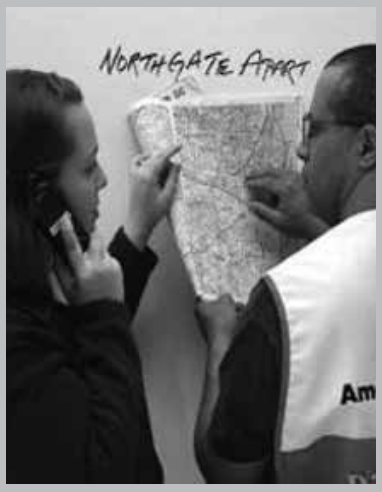
Shelter Fundamentals

Disaster Services

Participant Guide



February 2013

American Red Cross

THE AMERICAN RED CROSS MISSION

The American Red Cross prevents and alleviates
human suffering in the face of emergencies by
mobilizing the power of volunteers
and the generosity of donors.

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Disaster Services

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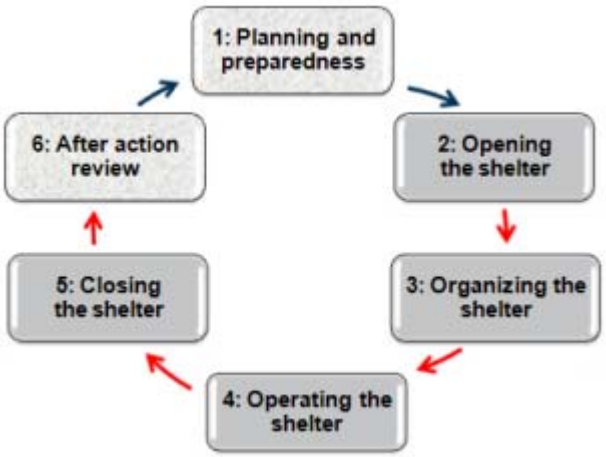
Unit 1: Introduction

Course Purpose

The purpose of this course to prepare you to assist in the opening, organizing, operating and closing of a Red Cross shelter.

Sheltering Cycle



Course Objectives

Upon completion of this course, you will be able to:

- Describe the tasks of a shelter worker throughout the *opening*, *organizing*, *operating* and *closing* phases of a shelter operation.
- Recall the tasks on the shelter checklists.
- Describe how to complete the appropriate registration forms and make referrals for additional services, as needed.
- Explain how to set up a welcoming reception and registration area.
- Identify internal and external locations for posting signs that clearly communicate shelter information.
- Explain how to set up and monitor a dormitory environment that ensures resident safety and comfort.
- Explain how to set up food distribution areas and monitor consumption to ensure that residents' dietary needs are met.
- Describe the importance of information sharing in a shelter environment and identify multiple communication strategies.
- Explain the steps required to return a shelter to its pre-disaster condition.

Course Framework

Red Cross Mission

The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

Our Commitment

Our commitment as shelter workers is to take care of the sheltering needs of people affected by disaster. We are committed to providing shelter on an interim basis while our clients arrange for their recovery or until they are able to return home. We demonstrate this commitment in our sheltering philosophy.

Sheltering Philosophy

- Shelters must be places of comfort and safety.
- Shelters must be readily accessible to affected individuals.
- All shelter workers must be strong advocates for their clients.
- Clients must remain proactive participants in their recovery.
- Shelters must provide a safe and secure environment that accommodates the broadest range of needs in our communities.

The Three Rs of Sheltering

Respect for Clients

- Creating and maintaining a positive shelter environment begins with respect.
- Treat each shelter resident as an individual who is ultimately responsible for his or her own recovery process.
- Safeguard privacy and personal information.
- Appreciate and respect diversity.
- Accommodate the needs of all clients, including those with functional and access needs.
- Examples of people with functional and access needs include people who:
  - Have visual, hearing, or mobility impairments.
  - Are non-English speakers.
  - Are without transportation.
  - Have dietary needs or medical conditions.
  - Need assistance with activities of daily living (eating, dressing, toileting).
- Treat all shelter residents with respect and kindness.

Rules

A shelter must have guidelines to protect the safety and well-being of everyone.

Standard shelter rules prohibit:

- Pets, except for service animals.
- Tobacco use.
- Possession of weapons.
- Possession or use of alcohol or illegal drugs.

Shelter rules limit:

- Access to certain areas of the shelter.
- Noise levels during quiet hours.
- Food from feeding areas.

Routines

Routines help to structure the daily life of the shelter, and provide stability during stressful times. Routine events at your shelter may include the following:

- Mealtimes
- Lights-out time
- Shower schedules
- Children's activities
- TV time
- Recreational activities
- Information updates
- Shelter meetings

Notes

Case Study

You have been assigned to be a shelter worker at a shelter facility just outside of the city limits of Springfield, about 40 miles from your home.

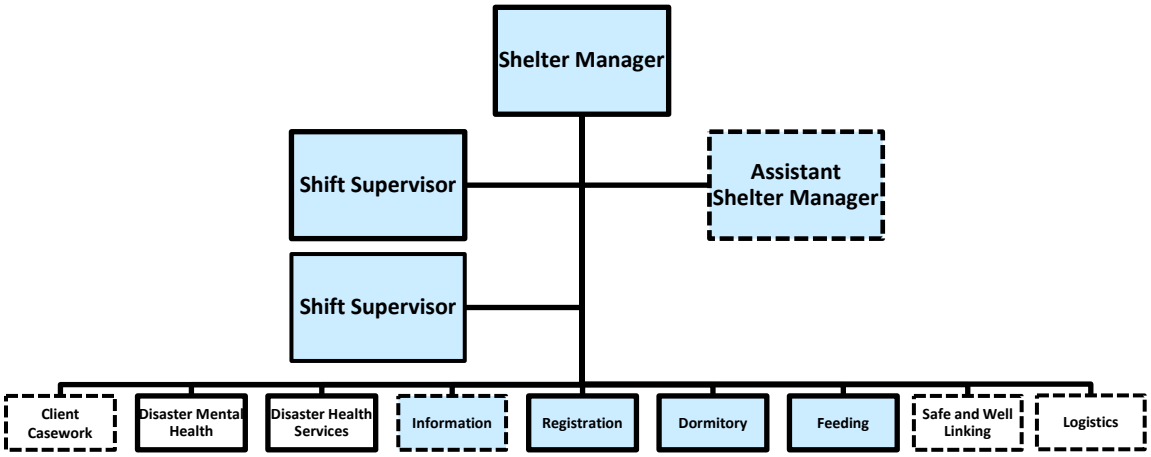
Some facts about Springfield include:

- There are approximately 150,000 residents.
- The median income is $35,000 with a 3% homeless population.
- There is a large population of retirees.
- There are some minority groups who may speak Arabic, Spanish and Chinese.

Your shelter facility is located the farthest from the damage. It is a high school. The building capacity is 300 people. The school has a full service kitchen; however, the kitchen and cafeteria staff is not available to the shelter. There are no separate generators for the building, which is not a problem since the building has not lost power.

Notes

Organization Chart



Job Descriptions

Shelter Manager: Provides supervision and administrative support at the shelter; ensures that shelter residents are safe and that their needs are met.

Shift Supervisor: Provides supervision and administrative support at the shelter under the guidance of the shelter manager, as part of the shelter management team.

Dormitory Worker: Sets up and monitor sleeping areas, assist clients with needs and coordinate with Logistics or the shelter manager to procure supplies necessary for a shelter dormitory.

Registration Worker: Registers people affected by the disaster upon arrival, maintain a system for checking occupants in and out when they leave, and manage the recordkeeping system for registration forms.

Providing Information Worker: Provides clients access to disaster and recovery information, as well as shelter rules, routines and services.

Feeding Worker: Provides assistance at the direction of the feeding lead, including serving meals and maintaining the canteen area.

Notes

Unit 2: Opening & Organizing the Shelter

Job Induction

When you arrive at the shelter, the shelter manager or your supervisor should conduct a job induction. During the job induction, you will:

- Discuss your skills and strengths
- Set expectations
- Exchange contact information
- Learn about the work site
- Establish a work schedule
- Review your work assignment

Organizational Tips

All shelter workers are involved in providing shelter residents with the best possible experience. Regardless of the job you are given or area you are assigned, following the tips below will help get the shelter organized and ready for residents.

- Look for pre-existing damage
- Ask about what equipment and areas the Red Cross can use and what is not available for shelter use
- Take inventory of all facility products
- Consider accessibility for people with functional and access needs.

Notes

Opening/Organizing Checklist-For All Areas

Reporting to the Shelter

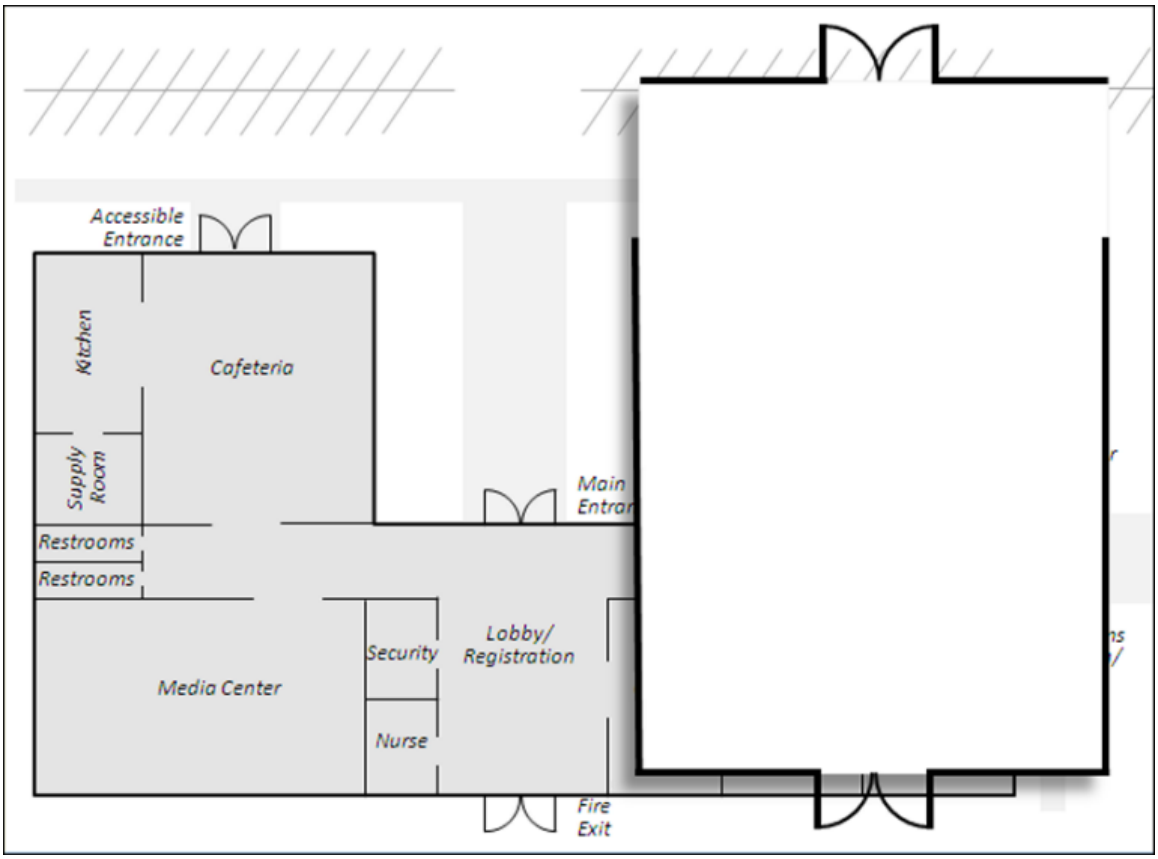
- ☐ Sign in and participate in a job induction.
- ☐ Determine who your supervisor is and exchange contact information.
- ☐ Establish a reporting schedule with your supervisor.

The Facility

- ☐ Be aware of any pre-existing damage. If you notice any damage, take pictures, if possible, and alert your supervisor immediately.
- ☐ Inquire about equipment and products that are available for shelter use. Put signs on any equipment or products that are not to be used, or secure them in a separate area.
- ☐ Take an initial inventory of all items using the *Shelter Inventory* form. Use one form for facility supplies such as kitchen equipment and paper towels, and another form for Red Cross supplies such as comfort kits and food.
- ☐ As you set up any area, consider accessibility for people with functional and access needs, such as people with visual impairments or who are non-English speakers.

Notes

Setting up the Registration Area



Notes

Opening/Organizing Checklist-Registration

Physical Setup

- ☐ Allow space for a reception area. Keep it far enough away from registration tables that there are no privacy concerns.
- ☐ If opening a large shelter, set up a table with snacks and water.
- ☐ Place the registration table(s) as close to the main entrance as possible to welcome those entering the shelter.
- ☐ Ensure the setup allows access for people with disabilities and/or functional/access needs, such as wheelchairs and service animals.
- ☐ Use enough tables and chairs to provide comfort, efficiency and confidentiality—don't put tables or chairs too close to each other.
- ☐ To support effective registration efforts and provide a secure environment, use only one entrance to the building, if possible. Use effective signage or position shelter staff at other entrances to direct shelter residents to appropriate areas. However, **fire exits should never be blocked.**
- ☐ Try to create a physical barrier so that no one can enter the shelter without first registering or signing in.

Forms and Supplies

Obtain from the shelter supply kit:

- ☐ Shelter Registration Forms (English and Spanish)
- ☐ Shelter Resident Information handouts
- ☐ Initial Intake and Assessment Tool with Instructions
- ☐ Multilingual Shelter Communication Tool
- ☐ Unaccompanied Minors Report Form
- ☐ Staff Sign In/Out
- ☐ Media Sign In/Out
- ☐ Safe and Well documents
  - Emergency Welfare Inquiry form
  - Safe and Well Registration form
  - Safe and Well wallet cards (in appropriate languages)
  - Overview of Safe and Well website
- ☐ Registration signage
- ☐ Pens, stapler, paper clips, hole punch, etc.
- ☐ Organizational folders and binders for forms
- ☐ Hand sanitizer

Notes

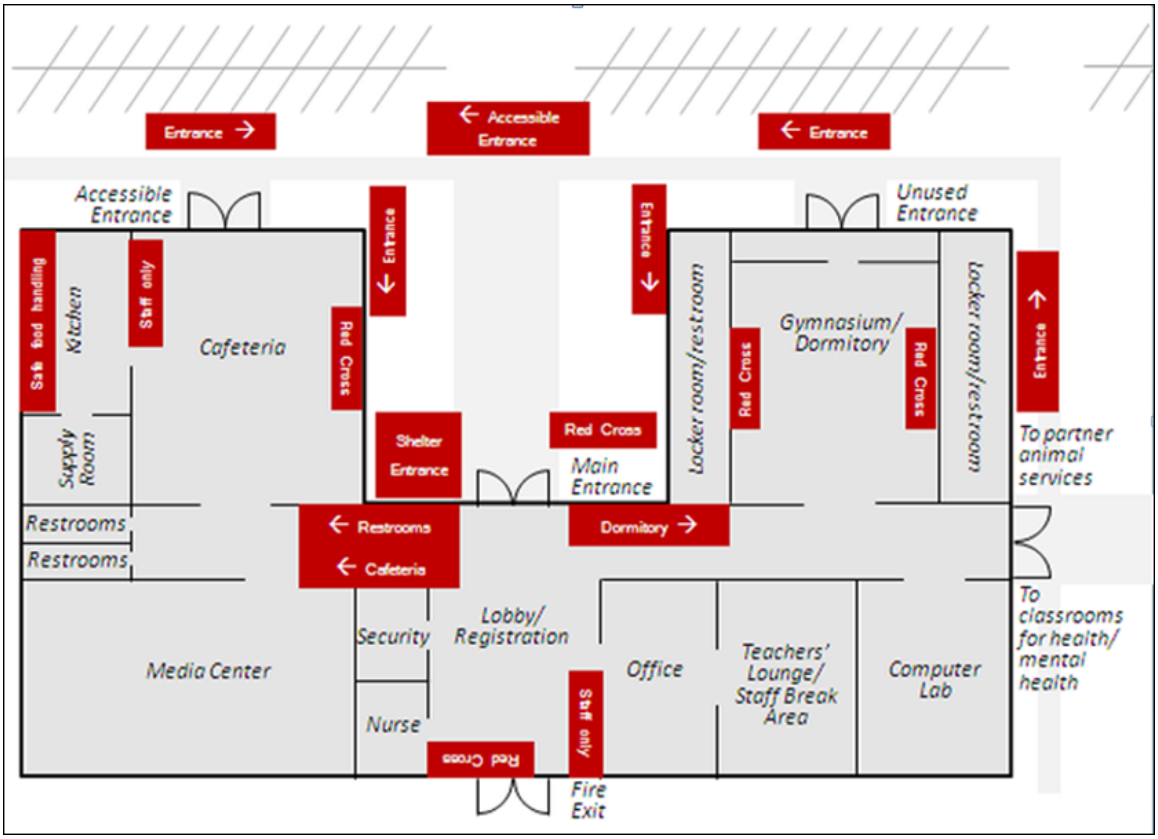
Providing Information

When clients arrive at the shelter facility, it should be easy for them to find what they need: from the location of the main entrance to where meals are being served.

Posting Signs

1. What elements of the signage plans in and around the school will be helpful to incoming residents?

2. What signs need to be added?



Notes

Opening/Organizing Checklist-Providing Information

Supplies

- ☐ Obtain supplies from the shelter supply kit as needed, including shelter signage, tape, paper, and pens or markers.

External Signage

- ☐ Post signs from main roads so that the shelter can be located. Keep a log of where signs are posted so they can be updated or removed as necessary.
- ☐ Signage on the outside of the building should direct clients to the entrance where registration is set up. Every parking lot and every possible entrance should feature a sign directing people to the registration area.
- ☐ If the accessible entrance is located in a different location than the main entrance, be sure to provide signage directing clients to both.

Internal Signage

- ☐ Post signs to identify the following areas, when applicable:
  - ☐ Registration
  - ☐ Dormitory
  - ☐ Cafeteria
  - ☐ Health Services
  - ☐ Staff Area
  - ☐ Children's Play Area
  - ☐ Men's/Women's Restrooms
  - ☐ Temporary Respite Care for Children
  - ☐ Men's/Women's Showers
  - ☐ Security
  - ☐ Information Desk
  - ☐ Evacuation Routes
  - ☐ Smoking Areas
  - ☐ Quiet Area
  - ☐ Administrative Area

- ☐ Ensure that Red Cross identification is posted all around the shelter, at least one per wall in large rooms, including the exterior of the facility and all common areas.
- ☐ Post signs in applicable languages and large print, as needed. Inform your supervisor if the language needed is not in the shelter supply kit.
- ☐ Post a bulletin board with an introductory welcome message, as well as shelter rules and other helpful information.
- ☐ Post information about the daily schedule (meal times, shower times, lights out, etc.) as soon as possible.

Notes

Setting up the Dormitory

The setup of the dormitory will depend on the type of shelter needed for the disaster event.

Evacuation Shelters

- For short-term, life saving situations, such as a hurricane.
- Residents may stay for as little as 24 hours and can often bring many things (such as sleeping bags and pillows) from home.
- Cots are not usually needed, and you won't need to block off spaces for each person. This may vary from state-to-state.

Post-Impact Shelters

- Set up after a disaster for those who cannot stay in their homes.
- Residents may be arriving for more of a long-term stay and may not be able to bring things from home.
- Cots will be set up, requiring more space per resident.

Notes

Opening/Organizing Checklist-Dormitory

Planning Space

- ☐ Find out what the space plan is for the dormitory/sleeping areas, including the potential for separate spaces for families with small children, the elderly, single men, single women, night workers who sleep during the day and any other unique situation.
- ☐ Designate dormitory space using the following guidelines:
  - Evacuation shelters:
    - Allow ~20 square feet per person, or the size of a single air mattress with a few inches around it to spare.
    - The space for each person does not need to marked.
  - Post-impact shelters:
    - Allow ~40-60 square feet of sleeping space per person, or about a 5 foot by 8 foot area.
    - Allow ~100 square feet of sleeping space per person with support equipment such as wheelchairs, lift equipment or service animals.
- ☐ Plan for ease of movement. Provide walkways of 4-6 feet as needed (wide enough for a wheelchair or two people to pass through).
- ☐ Include access for persons with disabilities and other forms of support for people with particular needs (i.e., a mobility disability, hearing or sight impaired with or without service animal, etc.)
  - Ask where they would like their sleeping space to be in the dormitory. They may prefer to be close to emergency exits, restrooms, or a power source depending on their needs.
- ☐ Post the ARC Poster Kit 906 *Rules for a Red Cross Shelter* where they are clearly visible.

Cots and Comfort Kits

- ☐ Set up an area to distribute comfort kits and other appropriate items, as needed. Do not put them out on cots in advance. Do not distribute them to children.
- ☐ Set up standard cots before residents arrive, when possible. Do not set up universal cots in advance.
- ☐ Ask your supervisor if you should place blankets on cots in advance. Plan for two blankets per person.
- ☐ Make a client location chart, to be used for finding people within the dormitory. Post it where it will be accessible only to staff members.

Notes

Setting up the Feeding Area

- There are three main feeding areas that you can help set up: canteen, serving and dining.
- The canteen is an area where snacks and beverages are available at all times. It should be set up as soon as possible when the shelter opens.
- Check in with the Feeding lead to learn out about the feeding plan such as whether meals will be catered, cooked by shelter staff or cooked by facility staff.
- The first meal is usually served at the next normal meal time

Opening/Organizing Checklist-Feeding

Facility

- ☐ Set up a canteen with a variety of snacks and drinks.
- ☐ Set up a serving area, where residents will get their meals.
- ☐ Set up a dining area, where residents will eat their meals. Set up enough tables and chairs to accommodate the maximum number of people you are expecting to serve, or establish two feeding times.
- ☐ Place hand sanitizer at the beginning of the food service line and on the tables.
- ☐ Plan the set-up of the feeding site(s) carefully. Think about traffic flow, ease of access for those with functional or access needs, and overall organization.
- ☐ Consider how to accommodate residents who require access to food or refrigeration of medication during non-meal times.

Food/Supplies/Equipment

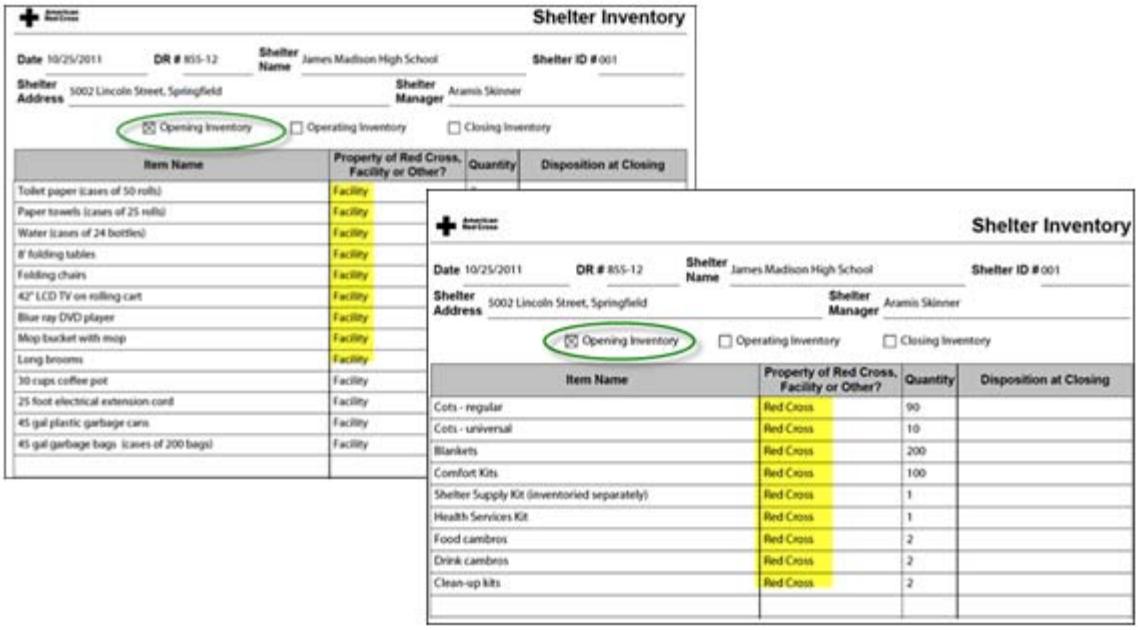
- ☐ Find out about the feeding plan. Will meals come from a local vendor, contracted vendor, on-site kitchen or other sources?
- ☐ Make sure the food and beverage table in the registration area is well-stocked.
- ☐ Familiarize yourself with the feeding/kitchen area and the equipment: beverage/food Cambros, coolers, hot water machines, ice machines, coffee percolators/urns, etc.
- ☐ Familiarize yourself with the mass care items that can be distributed: snacks, water, comfort kits, etc.

Signs

- ☐ Coordinate with Providing Information to post information for clients, including meal/snack times, availability of beverages, etc. Signs may need to be in multiple languages and large print, depending on the client population.
- ☐ Post food safety information for the feeding staff, including reminders to wash hands, cooking temperatures for food, etc.

Taking Inventory

The *Shelter Inventory* form is used to record an initial inventory of items such as food, water, Red Cross supplies, facility supplies and comfort kits. You will need to fill out one form for Red Cross items **and** one form for items belonging to the facility.



Shelter Inventory

Date 10/25/2011 DR # 855-12 Shelter Name James Madison High School Shelter ID # 001

Shelter Address 5002 Lincoln Street, Springfield Shelter Manager Aramis Skinner

☒ Opening Inventory ☐ Operating Inventory ☐ Closing Inventory

Item Name	Property of Red Cross, Facility or Other?	Quantity	Disposition at Closing
Toilet paper (cases of 50 rolls)	Facility		
Paper towels (cases of 25 rolls)	Facility		
Water (cases of 24 bottles)	Facility		
8' folding tables	Facility		
Folding chairs	Facility		
42" LCD TV on rolling cart	Facility		
Blue ray DVD player	Facility		
Mop bucket with mop	Facility		
Long brooms	Facility		
30 cups coffee pot	Facility		
25 foot electrical extension cord	Facility		
45 gal plastic garbage cans	Facility		
45 gal garbage bags (cases of 200 bags)	Facility		

Shelter Inventory

Date 10/25/2011 DR # 855-12 Shelter Name James Madison High School Shelter ID # 001

Shelter Address 5002 Lincoln Street, Springfield Shelter Manager Aramis Skinner

☒ Opening Inventory ☐ Operating Inventory ☐ Closing Inventory

Item Name	Property of Red Cross, Facility or Other?	Quantity	Disposition at Closing
Cots - regular	Red Cross	90	
Cots - universal	Red Cross	10	
Blankets	Red Cross	200	
Comfort Kits	Red Cross	100	
Shelter Supply Kit (inventoried separately)	Red Cross	1	
Health Services Kit	Red Cross	1	
Food cambros	Red Cross	2	
Drink cambros	Red Cross	2	
Clean-up kits	Red Cross	2	

Notes

Unit 3: Operating the Shelter

There are tasks that apply to all workers in every area of the shelter.

Operating Checklist-For All Areas

Facility

- ☐ Inspect the area for safety, security and sanitation issues at least once per shift. Report the results on the *Shelter Shift Inspection* form.
- ☐ If you observe any damage, alert your supervisor immediately.
- ☐ Ensure that all signs, including Red Cross identification and signs around the exterior perimeter remain posted and are updated as needed.

Reports and Logs

- ☐ Sign in and out for every shift.
- ☐ Find out what data should be reported to your supervisor and when it should be reported, such as number of new registrations or number of meals served.
- ☐ Update the *Shelter Log* with any unusual events, situations, problems, solutions, etc.
- ☐ Review the *Shelter Log* at the beginning of your shift.
- ☐ Talk with shelter residents regularly and communicate their concerns to your supervisor.
- ☐ Sharing information is vital. Brief incoming staff with all relevant information, including:
    - Any maintenance issues.
    - Supplies that have been depleted or are running low, as well as any additional supplies that are needed.
    - Names of clients who have offered to help during the shift.
    - Client needs (i.e., translators, medical, mental health, dietary restrictions, etc.).

Helpers

- ☐ Recruit shelter residents to help with tasks that don't involve access to client information. Tasks could include floor monitor or runner in the registration area, garbage removal, sweeping, mopping, etc.
- ☐ Create a chore chart for clients to sign up if needed.

Notes

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Shelter Shift Inspection

Shift Supervisor _____ Shelter Name/ Location _____ Date _____ Time _____

Entrances, Exits & Access to Shelter

- ☐ Yes ☐ No Are all exits visible and unobstructed?
- ☐ Yes ☐ No Are all exits marked with a readily visible sign that is properly illuminated?
- ☐ Yes ☐ No Are controls in place for restricted areas requiring limited access?
- ☐ Yes ☐ No Are the entrances and exits accessible for people with access and functional needs?

Exterior of Shelter

- ☐ Yes ☐ No Are all walkways clear of trip or fall hazards?
- ☐ Yes ☐ No In inclement weather are all walkways clear of snow and ice?
- ☐ Yes ☐ No Are handicap ramps and handrails maintained?
- ☐ Yes ☐ No Is there an appropriate container for disposal of cigarettes and trash?
- ☐ Yes ☐ No Is there still an adequate number of accessible parking spaces?

Interior of Shelter

- ☐ Yes ☐ No Are the routes between service delivery areas and restrooms/showers wide enough, free of protruding objects, and accessible to the shelter residents?
- ☐ Yes ☐ No Are working areas and floors clean, dry, sanitary, and free of hazards?
- ☐ Yes ☐ No Are stand mats or similar protection provided to avoid slips?
- ☐ Yes ☐ No Are feeding areas clean of debris and sanitized?
- ☐ Yes ☐ No Is signage for designated areas legible and large enough for shelter residents with low vision?
- ☐ Yes ☐ No Does the signage reflect all languages spoken by the shelter resident population?
- ☐ Yes ☐ No Are restrooms free of standing water, trip, and fall hazards or chemicals?
- ☐ Yes ☐ No Is there an adequate power supply for shelter residents with durable medical equipment needs?

Resolution of issues identified above...

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Shelter Log

DR # 855-12 **DR Name** Springfield Flood **Shelter Name/Location** James Madison HS, Springfield

Date & Time	Name	Log Entry (*Use additional lines as needed*)	Follow-Up Action
10/26/11 2:00 PM	Aramis Skinner, Shelter Mgr.	Client X attempted to bring "collectible" pistol into shelter. Registrar informed client pistol could not be brought into shelter despite its value. Client put pistol in trunk of car. Need to ensure it's not brought in shelter	☒ Required ☐ Completed
10/27/11 6:00 PM	Joe Washington, dormitory	Fight broke out between two residents after dinner tonight. Law enforcement called in and EMS, due to injuries. The two are no longer in shelter, but their family and friends remain.	☐ Required ☒ Completed
10/28/11 12:30 PM	Alice White, Feeding lead	Lunch was 2 hrs. late. I reached out to FF/MN at HQ. It should be fixed tomorrow. We started by serving cold sandwiches.	☐ Required ☒ Completed
10/28/11 4:30 PM`	Crystal Menezes, night supervisor	Chinese speaking clients registered. Sent request to SH/MN at HQ. 5:30 PM, translator arrived to assist. Worked on plan for scheduling translation services. See updated resource list.	☒ Required ☒ Completed
			☐ Required ☐ Completed

The Registration Process

Everything you need to register clients is located in the Shelter Supply Kit that the chapter maintains in preparation for opening a shelter.

There are three documents that you will need to have ready to register residents they arrive at the shelter.

- *Shelter Registration* form
- *Initial Intake and Assessment Tool*
- *Shelter Resident Information* handout

Registration Forms Activity Notes

AMERICAN RED CROSS
SHELTER REGISTRATION FORM
Please print all sections

Incident / DR Number & Name: _____
Shelter Name: _____
Shelter City, County/Parish, State: _____

Family Name (Last Name):		Total family members registered: Total family members sheltered:
Pre-Disaster Address (City /State/Zip):	Post-Disaster Address *(if different)* (City/State/Zip):	Identification verified by (Record type of ID; if none, write none):
Home Phone:	Cell Phone/Other:	Primary Language: If primary language is not English, please list any family members who speak English.
Method of Transportation: If personal vehicle–plate #/State: *(for security purposes only)*		

INFORMATION ABOUT INDIVIDUAL FAMILY MEMBERS (for additional names, use back of page)

Name (Last , First)	Age	Gender (M/F)	Rm./Cot #	Arrival Date	Departure Date	Departing? Relocation address and phone

Are you required by law to register with any state or local government agency for any reason?
☐ Yes ☐ No If Yes, please ask to speak to the shelter manager immediately.

I acknowledge that I have read/been read and understand the Red Cross shelter rules and agree to abide by them.

Signature _____ Date:_____

CONFIDENTIALITY STATEMENT
American Red Cross generally will not share personal information that you have provided to them with others without your agreement. In some circumstances disclosure could be required by law or the Red Cross could determine that disclosure would protect the health or well-being of its clients, others, or the community, regardless of your preference.

Below, please initial if you agree to release information to other disaster relief, voluntary or non-profit organizations and/or governmental agencies providing disaster relief.

I agree to release my information to other disaster relief, voluntary or non-profit organizations _____
I agree to release my information to governmental agencies providing disaster relief _____

By signing here, I acknowledge that I have read the confidentiality statement and understand it.

Signature _____ Date:_____

Shelter Worker Signature_____

After registration, each family should go through the Shelter Initial Intake Form to determine if further assistance or accommodation is needed.

For Red Cross Use Only		Form 5972 Rev 02/07
Copy Distribution		
1. Shelter registration on-site file - Mass Care	2. Information Management (Data Entry)	3. Client (if requested)

INITIAL INTAKE AND ASSESSMENT TOOL - AMERICAN RED CROSS - U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Date/Time: _____ Shelter Name/City/State: _____ DRO Name/#: _____

Family Last Name: _____

Primary language spoken in home: _____ Does the family need language assistance/interpreter?: _____

Names/ages/genders of all family members present: _____

If alone and under 18, location of next of kin/parent/guardian: _____ If unknown, notify shelter manager & interviewer initial here: _____

Home Address: _____

Client Contact Number: _____ Interviewer Name (print name): _____

INITIAL INTAKE	Circle	Actions to be taken	Include ONLY name of affected family member
1. Do you need assistance hearing me?	YES / NO	If Yes, consult with Disaster Health Services (HS).	
2. Will you need assistance with understanding or answering these questions?	YES / NO	If Yes, notify shelter manager and refer to HS.	
3. Do you have a medical or health concern or need **right now**?	YES / NO	If Yes, stop interview and refer to HS immediately. **If life threatening, call 911.**	
4. Observation for the Interviewer: Does the client appear to be overwhelmed, disoriented, agitated, or a threat to self or others?	YES/ NO	**If life threatening, call 911.** If yes, or unsure, refer immediately to HS or Disaster Mental Health (DMH).	
5. Do you need medicine, equipment or electricity to operate medical equipment or other items for daily living?	YES / NO	If Yes, refer to HS.	
6. Do you normally need a caregiver, personal assistant, or service animal?	YES / NO	If Yes, ask next question. If No, skip next question.	
7. Is your caregiver, personal assistant, or service animal inaccessible?	YES / NO	If Yes, circle which one and refer to HS.	
8. Do you have any severe environmental, food, or medication allergies?	YES / NO	If Yes, refer to HS.	
9. Question to Interviewer: Would this person benefit from a more detailed health or mental health assessment?	YES / NO	If Yes, refer to HS or DMH.	***If client is uncertain or unsure of answer to any question, refer to HS or DMH for more in-depth evaluation.**
STOP HERE!	REFER to:	HS Yes :: No ::	DMH Yes :: No :: Interviewer Initial ____

DISASTER HEALTH SERVICES/DISASTER MENTAL HEALTH ASSESSMENT FOLLOW-UP

ASSISTANCE AND SUPPORT INFORMATION	Circle	Actions to be taken	Comments
Have you been hospitalized or under the care of a physician in the past month?	YES / NO	If Yes, list reason.	
Do you have a condition that requires any special medical equipment/supplies? (Epi-pen, diabetes supplies, respirator, oxygen, dialysis, ostomy supplies, etc.)	YES / NO	If Yes, list potential sources if available.	
Are you presently receiving any benefits (Medicare/Medicaid) or do you have other health insurance coverage?	YES / NO	If Yes, list type and benefit number(s) if available.	
MEDICATIONS	**Circle**	**Actions to be taken**	**Comments**
Do you take any medication(s) regularly?	YES / NO	If No, skip to the questions regarding hearing.	
When did you last take your medication?		Date/Time.	
When are you due for your next dose?		Date/Time.	
Do you have the medications with you?	YES / NO	If No, identify medications and process for replacement.	

INITIAL INTAKE AND ASSESSMENT TOOL - AMERICAN RED CROSS - U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES			
HEARING	**Circle**	**Actions to be taken**	**Comments**
Do you use a hearing aid and do you have it with you?	YES / NO	If Yes to either, ask the next two questions. If No, skip next two questions.	
Is the hearing aid working?	YES / NO	If No, identify potential resources for replacement.	
Do you need a battery?	YES / NO	If Yes, identify potential resources for replacement.	
Do you need a sign language interpreter?	YES / NO	If Yes, identify potential resources in conjunction with shelter manager.	
How do you best communicate with others?		Sign language? Lip read? Use a TTY? Other (explain).	
VISION/SIGHT	**Circle**	**Actions to be taken**	**Comments**
Do you wear prescription glasses and do you have them with you?	YES / NO	If Yes to either, ask next question. If No, skip the next question.	
Do you have difficulty seeing, even with glasses?	YES / NO	If No, skip the remaining Vision/Sight questions and go to Activities of Daily Living section.	
Do you use a white cane?	YES / NO	If Yes, ask next question. If No, skip the next question.	
Do you have your white cane with you?	YES / NO	If No, identify potential resources for replacement.	
Do you need assistance getting around, even with your white cane?	YES / NO	If Yes, collaborate with HS and shelter manager.	
ACTIVITIES OF DAILY LIVING	**Circle**	**Ask all questions in category.**	**Comments**
Do you need help getting dressed, bathing, eating, toileting?	YES / NO	If Yes, specify and explain.	
Do you have a family member, friend or caregiver with you to help with these activities?	YES / NO	If No, consult shelter manager to determine if general population shelter is appropriate.	
Do you need help moving around or getting in and out of bed?	YES / NO	If Yes, explain.	
Do you rely on a mobility device such as a cane, walker, wheelchair or transfer board?	YES / NO	If No, skip the next question. If Yes, list.	
Do you have the mobility device/equipment with you?	YES / NO	If No, identify potential resources for replacement.	
NUTRITION	**Circle**	**Actions to be taken**	**Comments**
Do you wear dentures and do you have them with you?	YES / NO	If needed, identify potential resources for replacement.	
Are you on any special diet?	YES / NO	If Yes, list special diet and notify feeding staff.	
Do you have any allergies to food?	YES / NO	If Yes, list allergies and notify feeding staff.	
IMPORTANT! HS/DMH INTERVIEWER EVALUATION			
Question to Interviewer: Has the person been able to express his/her needs and make choices?	YES / NO	If No or uncertain, consult with HS, DMH and shelter manager.	
Question to Interviewer: Can this shelter provide the assistance and support needed?	YES / NO	If No, collaborate with HS and shelter manager on alternative sheltering options.	
NAME OF PERSON COLLECTING INFORMATION:	HS/ DMH Signature:		Date:

This following information is only relevant for interviews conducted at HHS medical facilities: Federal agencies conducting or sponsoring collections of information by use of these tools, so long as these tools are used in the provision of treatment or clinical examination, are exempt from the Paperwork Reduction Act under 5 C.F.R. 1320.3(h)(5).

The authority for collecting this information is 42 USC 300hh-11(b) (4). Your disclosure of this information is voluntary. The principal purpose of this collection is to appropriately treat, or provide assistance to, you. The primary routine uses of the information provided include disclosure to agency contractors who are performing a service related to this collection, to medical facilities, non-agency healthcare workers, and to other federal agencies to facilitate treatment and assistance, and to the Justice Department in the event of litigation. Providing the information requested will assist us in properly triaging you or providing assistance to you.

Revision As of 6-20-08 2 Initial Intake and Assessment Tool

Operating Checklist-Registration

Reception

- ☐ Regularly acknowledge and see to the needs of families who are waiting to be registered.
- ☐ Identify clients who have immediate needs, such as medical attention, and refer them to the appropriate person.
- ☐ If the registration area is busy, distribute the *Shelter Resident Information* handout and explain the rules to each family before they reach the registration table.

Registration Process

- ☐ Register clients using the *Shelter Registration Form*—one per household.
- ☐ Complete one *Initial Intake and Assessment Tool* per household to ensure proper assistance for clients with medical or functional needs, dietary concerns, or behavioral health assistance.
- ☐ If registration forms are not available, use index cards or sheets of lined paper. When needed, request to use the facility's copier machine.
- ☐ Point out the rules poster and give each family a copy of the *Shelter Resident Information* handout.
- ☐ Remind residents that they are to notify someone at registration each time they leave or return to the shelter.
- ☐ Ask about processes for the following:
    - Making referrals when needs are identified on the *Initial Intake and Assessment Tool*.
    - Organizing and filing registration forms.
    - Tracking residents as they come and go from the shelter (temporarily or permanently).
- ☐ Notify the shelter manager or your supervisor immediately if:
    - An unaccompanied minor needs to register.
    - Someone answers "yes" to the question on the *Shelter Registration Form* about needing to register with a government agency.

Reporting

- ☐ Maintain shelter statistics and, on request, report this information to your supervisor or shelter manager.
- ☐ Ensure that all forms are kept confidential and secure. Only the shelter manager, shift supervisor, or higher may have access to these forms. Media and law enforcement are not permitted to walk around the shelter or obtain forms or the information on them. If asked to share this information, immediately inform your supervisor or shelter manager so they can determine the appropriate action.
- ☐ Record the number of new registrations on the *Daily Shelter Report*.

American Red Cross

Shelter Resident Information

Welcome	Everyone is welcome at a Red Cross shelter. The Red Cross makes no discrimination as to nationality, race, religious beliefs, class, disability, political opinions, sexual orientation, and gender identity. We hope your stay here will be as pleasant as possible under the circumstances. Please take a few minutes to read this sheet as it contains important information that you will need about staying in this shelter. As information is made available to us, we will update you accordingly. Please do not hesitate to contact any of the shelter staff should you have any questions or concerns.
Registration	Please sign in at registration if you have not already done so. Registration is required so we have the records necessary to help you. All registration information is kept confidential. Please notify staff of your departure as you come and go from the facility. Also, please leave a forwarding address when relocating out of the shelter. This will allow our Client Services and Disaster Safe & Well Linking personnel to assist you.
Sign in/out	You are required to sign in and out of the shelter each time you enter or exit.
Safe and Well registration	Let your family and friends know you are Safe and Well by registering at the shelter registration desk or on www.redcross.org/safeandwell.
Be respectful	Be respectful to fellow residents and staff. No foul language, abusive behavior, stealing or destruction of property will be accepted or tolerated.
Personal belongings	We cannot assume responsibility for your personal belongings. If you cannot keep them with you, we recommend you lock them in your car, out of sight, or if that is not possible, keep valuable items with you.
Pets	We understand that your pets are very important to you. Unfortunately, public health codes forbid pets in our shelter. It is your responsibility to make arrangements for your pet before entering the shelter. **Service animals are the only exception to this.** Should you need some suggestions on where to take your pet, please see the shelter registration staff.
Children	**Parents must maintain responsibility and supervision for their children.** Children must never be left unattended. In some cases, temporary respite care may be available but this service cannot be guaranteed.
Medical problems and injuries	Notify the shelter registration staff if you or a family member is/are taking medication or have a medical condition with which you need assistance, or if you are not feeling well. You will be referred to Health Services to assist you.
Functional or access Needs	If you have any functional and/or access needs, special equipment, supplies replaced, or special requirements, such as a special diet (e.g., diabetic, low sodium), please tell the shelter staff upon arrival at the shelter.

Notes

American Red Cross

Shelter Resident Information

Emotional support	Staying in a shelter following a disaster can be very stressful. If you would like to speak with a counselor, trained Disaster Mental Health staff is available 24 hours a day.
Schedules	A schedule will be posted for quiet hours, meals, showers, etc.
Quiet hours	Quiet hours will be announced and enforced in the sleeping areas, (usually 10:00 PM – 7:00 AM). However, sleeping areas should be kept quiet as possible at all times. Some shelter residents may work night shifts or may not feel well and need to sleep during the day. Please move outdoors, or to the designated area, if you wish to exercise or your children want to play.
Smoking	Smoking is not allowed in the shelter. You are not allowed to smoke, use matches or use lighters inside the shelter. Smoking is permitted outside the building in designated smoking areas only. Please dispose of cigarette butts and matches properly. Schools and some public buildings do not allow smoking on their campus. Please see registration staff for approved locations.
Alcohol, illegal drugs, and weapons	Alcoholic beverages, illegal drugs, and weapons are not allowed in the shelter or on the shelter grounds. Persons caught in possession will be asked to leave the shelter and in some cases turned over to law enforcement personnel. Persons determined to be under the influence of alcohol or illegal drugs will not be admitted, or readmitted, to the shelter. In some cases, persons under the influence of drugs or alcohol may be turned over to law enforcement personnel.
Helping	Shelter residents are encouraged to help in the shelter. There are many jobs that do not require special training and any help would be greatly appreciated. If you would like to help, see the shelter registration staff. Help us take care of your temporary home!
House-keeping	It is important that we keep the shelter as clean as possible at all times. To do your part, please pick up after yourself in all areas of the shelter. For sanitation and hygiene purposes, you are expected to follow the bathroom courtesy rules, available at the shelter. If, at any time, you find restrooms that need cleaning or supplies, please inform the shelter staff immediately.
Food	Snacks and refreshments will be available in the feeding area. Meal times will be posted. Food, and drinks—other than water—are not allowed in the sleeping area.
Photographs	Using cell phones or personal cameras to take photos of other shelter residents without their written permission is not allowed. Failure to abide by this policy may result in the confiscation of your cell phone or personal camera while you are a resident at the shelter.
Assistance	All American Red Cross disaster assistance is free.

Rev. 06/12

Notes

Registration Logistics

As people have to leave their homes as a result of a disaster, a large influx of residents may arrive at the shelter at one time.

Challenges

- Long lines
- Supply of forms is depleted
- Clients arrive injured, hungry or needing medication

Tips for Working in Registration

- Ensure the registration table is always staffed.
- Distribute the *Shelter Resident Information* handout while clients are in line to register.
- Keep client paperwork secure and confidential.
- Provide snacks and drinks in the registration area.
- Make a referral to a health worker if someone needs medical attention.

Notes

Visitors

When you work in reception and registration, in addition to interacting with residents, you also will have visitors arrive at the shelter. Due to privacy and safety issues, you cannot say anything that might confirm the presence of residents in the shelter.

Operating Checklist-Registration

Shelter Visitors

- ☐ In order to protect the privacy of shelter residents, you cannot confirm the presence of any resident within the shelter.
- ☐ All visitors, including media and politicians, should be greeted and treated in a professional manner and not turned away. Ask them politely to wait while you get the shelter manager or shift supervisor.
- ☐ Ask media to sign in on the *Media Sign In/Out* sheet and wait while you get the shelter manager. Immediately contact the shelter manager and, if available, someone in Disaster Public Affairs.
- ☐ Know and follow the procedures at your shelter for handling all types of donations.
- ☐ Use the *Resource Record (Form 6455)* to record all accepted donations.

Visitor Requests/Situations Activity Notes

1. Visitor asking if a friend is in the shelter.

2. Visitor wants you to give a resident a package.

3. Visitor wants you to help him find his family member who is ill; thinks he might be at the shelter

4. Police officer looking for a murder suspect wants to see shelter records and look around.

5. State senator (VIP) arrives and starts walking toward the dormitory.

6. A news reporter arrives and walks past registration toward the dormitory.

Partners and Providers

- Red Cross partners and other service providers will be working in the shelter, e.g., workers from a co-located pet shelter, FEMA, Salvation Army and others.
- Check with your supervisor to learn the steps when these visitors arrive at the shelter, such as: sign in process, ID requirements and who needs to check in with the shelter manager.

Donations

- Money can never be accepted at the shelter because it cannot be secured.
- Give anyone who wants to donate money an addressed donation envelope from the Shelter Supply Kit
- Check with your supervisor about accepting different types of donations, such as clothing, food and loaned items. Your shelter may be partnering with a local nonprofit organization who has offered to accept such donations.
- Always respond of offers with thankfulness and appreciation.

Shelter Teams Activity Notes

Providing Information

- Rules
- Tasks
- Success factors

Dormitory

- Rules
- Tasks
- Success factors

Feeding

- Rules
- Tasks
- Success factors

Operating Checklist-Providing Information

You are the liaison between the residents and the disaster operation and shelter staff. Do not assume that everyone can read posted notices or hear spoken announcements.

Communication Methods

Use various methods for communicating important information to shelter residents.

- ☐ Signage in appropriate languages
- ☐ Bulletin Boards
- ☐ Fliers
- ☐ One-on-One Conversations
- ☐ Resident Meetings
- ☐ Information Desk
- ☐ PA Announcements

Disseminate Information

- ☐ Make sure residents are aware of general shelter information—meal times, lights out, etc.
- ☐ Update residents on the status of the disaster.
- ☐ Provide information on the disaster relief operation.
- ☐ Provide information about community resources that might be available to help meet disaster-caused needs of shelter residents, including government, non-profit and faith-based resources. This could also include information such as nearby laundromats, public transportation and pet shelters.
- ☐ Remind residents that any personal items they bring into the shelter are their responsibility.
- ☐ Ensure that residents who were not able to attend shelter meetings receive pertinent information.
- ☐ Inform residents about safety concerns and issues at the shelter.

Confirming Information

- ☐ Confirm all information. Do not disseminate information until it has been confirmed, and work with shelter staff to dispel rumors.
- ☐ Keep an updated rumor/fact board to dispel rumors in the shelter.

Notes

Operating Checklist-Dormitory

Supplies

- ☐ Distribute comfort kits, one per resident (should last ~3 days). Do not give them directly to children.
- ☐ Distribute blankets, allowing two per cot.

Monitoring

- ☐ Circulate through the dormitory and surrounding areas regularly to make sure that they are secure.
- ☐ Monitor sleeping areas at night.
- ☐ Monitor the area to prevent residents from bringing firearms, alcohol, non-prescription drugs, tobacco, etc., into the dormitory.
- ☐ Be sure there is adequate ventilation and that the room temperature is comfortable.
- ☐ Ensure no food or drinks other than water are consumed in the dormitory area.
- ☐ Make sure lighting is dim during sleeping times.
- ☐ Look for tripping hazards and make sure aisles are maintained.
- ☐ If you see that rules are being broken, enforce the rules in the most polite and respectful way possible.

Reporting

- ☐ Provide a daily midnight headcount at the direction of your supervisor, for inclusion in the National Shelter System (NSS). For some operations, a noon count will be conducted.

Notes

Operating Checklist-Feeding

Inventory

- ☐ Write everything down. Track initial inventory, the number of meals/snacks served, and the number of mass care items given out.
- ☐ Make sure you understand and follow the shelter's process for inventory of meals and snacks.
- ☐ A bottle of water is counted as a snack if given without a meal.
- ☐ Make sure the canteen area and reception snack table are kept appropriately stocked.

Serving Food

- ☐ Assist with preparing and serving meals at the direction of your supervisor.
- ☐ Be sure to practice safe food handling at all times.

Notes

Unit 4: Closing the Shelter

The Closing Process

Closing down a shelter involves tasks for workers in all areas.

- Communicating to residents
- Taking inventory
- Finalizing and securing records
- Cleaning equipment
- Restocking and returning supplies
- Returning the shelter to its pre-disaster condition

Communicating to Residents

- Information needs to accessible to all shelter residents, including those with functional and access needs.
- Provide 48 hours notice, if possible. It is important to give residents time to make alternate arrangements.
- Residents experiencing barriers prohibiting them from leaving the shelter should be reported to your supervisor.

Cleaning

- The shelter must be restored to its pre-disaster condition so it can be returned to its owner.
- Surveying for damage is as important at closing as it was when the shelter was opened.

Reporting/Inventory

- A closing inventory of all the equipment and supplies needs to be documented.
- The disposition of all items in the shelter needs to be documented on the *Shelter Inventory* form or the *Resource Record* (Form 6455).

Shelter Checklist-Closing

General

Cleaning

- ☐ Clean areas of the facility that have been used during sheltering, per your supervisor's instructions; return the facility to as close to pre-disaster condition as possible.
- ☐ If you notice any damage, take pictures, if possible, and alert your supervisor immediately.
- ☐ Ensure that all equipment is properly cleaned, disposed of or returned to the appropriate place.

Reporting/Inventory

- ☐ Use the *Shelter Inventory* form and *Resource Record (Form 6455)* to take inventory and find out where items should be directed at closing.
- ☐ Make any final additions to the *Shelter Log*.

Registration

Reporting

- ☐ Upon clients' final departure, record a post-disaster address on the *Shelter Registration Form* and note that clients have left the shelter permanently.
- ☐ Make sure registration forms remain secure during the closing of the shelter.
- ☐ Ask your supervisor about the appropriate disposition for all forms, including the registration forms.

Supplies

- ☐ Restock the shelter supply kit, as instructed by your supervisor, using its initial inventory as your guide.

Providing Information

Supplies

- ☐ Remove Red Cross posters, banners and signs from all areas of the shelter, including the exterior, using the signage log of locations. Save for reuse whenever possible.
- ☐ Remember to remove any Red Cross signage posted in and around the community directing people to the shelter.

Residents

- ☐ Communicate closing information to residents as soon as it is confirmed. Provide 48-hour notice, whenever possible. Provide both oral and written notice. Make sure all residents are notified, including those with functional, access and language needs.

Dormitory

Cots

- ☐ When possible, clean and dry all cots per the manufacturing label or cot cleaning instructions, having shelter residents assist if possible.
- ☐ If a cot was set up, it should be cleaned whether it was slept on or not.
- ☐ If cleaning cots is not possible, clearly identify used and unused cots and keep them separated, so they can be cleaned upon return.
- ☐ Clearly mark any broken or incomplete cots.

Feeding

Residents

- ☐ Make sure residents know when the last meal will be served.

Supplies/Equipment

- ☐ If the facility's food supplies have been used, check with your supervisor to see if they should be restocked.
- ☐ Consult with your supervisor to determine disposition of excess food items and supplies, as well as how they should be packed.
- ☐ Keep perishable items separate from non-perishable items and separate food items from cleaning supplies.
- ☐ Make sure all equipment has been rinsed, washed, and sanitized. Special attention should be paid to the rubber gasket and nozzle heads of the food and beverage Cambros.

Notes

RESOURCE RECORD (Form 6455)

DR# _____

*Note: Bolded fields require information

Solicited? ☐ Yes ☐ No ☐ **Purchase** ☐ **Donation**

Status Dates:

Pending: ____ Accepted: ____ Received: ____

Declined: ____ Withdrawn: ____ Referred: ____

DONOR/VENDOR INFORMATION

Company Name: _____

Address: _____

Address 2: _____

City: _____ **State**: ____ **Zip**: ____

Acknowledgement Name: _____

Salutation: ____ Title: _____

Address: _____

City: _____ State: ____ Zip: ____

CONTACT INFORMATION

Contact Name: _____

Salutation: ____

Title: _____

Telephone: _____

Cell Phone: _____

Fax: _____

Email Address: _____

DESCRIPTION

Product/Service Description: _____

Donor Intent: _____

Please break down the product into the lowest common unit type

Quantity: ____ **Unit Type**: ☐ Case/____ ☐ Ea ☐ Lb ☐ Pkg/____ ☐ Other _____

Value per Unit: $_____ **Total Value**: $_____

Value Basis: ☐ Appraisal ☐ Donor ☐ Retail ☐ Wholesale ☐ Other _____

Transportation Offered By: ☐ Donor ☐ Carrier ☐ Red Cross ☐ N/A ☐ Other _____

If a Loan: ☐ *Rental* ☐ *Facility* **Note: Complete the Loan section below if the offer is accepted*

ORIGIN

ARC Representative: _____ Unsolicited: ☐ Call-in ☐ Walk-in

Source: ☐ Chapter Name: _____ ☐ DRO ☐ NHQ ☐ Agency Referral: _____

USAGE

Primary End User: (LOS or Activity) _____ **Need-by Date**: ___/___/___ __:__

Recipient Name: _____ Title: _____

Recipient Phone: _____ Impact: ☐ Budget Reducing ☐ Service Enhancing

Distribution Plan: _____

Ship-to Location Address: _____

Drop Trailer Required? ☐ Yes (# of days ____) ☐ Refrigerated Trailer Needed ☐ No

Procurement Contact Notified: _____ Date Notified: ___/___/___

SHIP

Transportation Paid By: ☐ Donor ☐ Red Cross ☐ Carrier Name: _____

Carrier Contact: _____ Phone: _____ Trailer#: _____ **ETA:** ___/___/___ __:__

LOAN

Loan Contact Name: _____ Phone Number: _____

Expected Return Date: ___/___/___ Actual Return Date: ___/___/___ Return Transportation: _____

Quantity: _____ Unit Type: ☐ Hour ☐ Day ☐ Week ☐ Month ☐ Other _____

Leftover Product? ☐ No ☐ Yes → Notify the donor if original intent cannot be honored. Ask donor for revised intent

Notes

Unit 5: Course Closing

Sheltering Philosophy

- Shelters must be places of comfort and safety.
- Shelters must be readily accessible to affected individuals.
- All shelter workers must be strong advocates for their clients.
- Clients must remain proactive participants in their recovery.
- Shelters must provide a safe and secure environment that accommodates the broadest range of needs in our communities.

Sheltering Philosophy Activity Notes

Ways to carry out the sheltering philosophy in the following shelter roles.

Registration Worker

Providing Information Worker

Dormitory Worker

Feeding Worker

Appendix: Shelter Checklists

The following pages contain the complete set Shelter Checklists.

Note:
Copy and use the checklists as a reference when you work in a shelter. Verify you have the most current version by checking the date in the footer. The most current version will be posted on the Red Cross intranet.

Opening and Organizing the Shelter Checklist

Use this checklist to help set up the shelter and get it ready for residents to arrive.

For All Areas

Reporting to the Shelter

- ☐ Sign in and participate in a job induction.
- ☐ Determine who your supervisor is and exchange contact information.
- ☐ Establish a reporting schedule with your supervisor.

The Facility

- ☐ Be aware of any pre-existing damage. If you notice any damage, take pictures, if possible, and alert your supervisor immediately.
- ☐ Inquire about equipment and products that are available for shelter use. Put signs on any equipment or products that are not to be used, or secure them in a separate area.
- ☐ Take an initial inventory of all items using the *Shelter Inventory* form. Use one form for facility supplies such as kitchen equipment and paper towels, and another form for Red Cross supplies such as comfort kits and food.
- ☐ As you set up any area, consider accessibility for people with functional and access needs, such as people with visual impairments or who are non-English speakers.

Registration

Physical Set up

- ☐ Allow space for a reception area. Keep it far enough away from registration tables that there are no privacy concerns.
- ☐ If opening a large shelter, set up a table with snacks and water.
- ☐ Place the registration table(s) as close to the main entrance as possible to welcome those entering the shelter.
- ☐ Ensure the setup allows access for people with disabilities and/or functional/access needs, such as wheelchairs and service animals.
- ☐ Use enough tables and chairs to provide comfort, efficiency and confidentiality—don't put tables or chairs too close to each other.
- ☐ To support effective registration efforts and provide a secure environment, use only one entrance to the building, if possible. Use effective signage or position shelter staff at other entrances to direct shelter residents to appropriate areas. However, **fire exits should never be blocked.**
- ☐ Try to create a physical barrier so that no one can enter the shelter without first registering or signing in.

Forms and Supplies

Obtain from the shelter supply kit:

- ☐ Shelter Registration Forms (English and Spanish)
- ☐ Shelter Resident Information handouts
- ☐ Initial Intake and Assessment Tool with Instructions
- ☐ Multilingual Shelter Communication Tool
- ☐ Unaccompanied Minors Report Form
- ☐ Staff Sign In/Out
- ☐ Media Sign In/Out
- ☐ Safe and Well documents
  - Emergency Welfare Inquiry form
  - Safe and Well Registration form
  - Safe and Well wallet cards (in appropriate languages)
  - Overview of Safe and Well website
- ☐ Registration signage
- ☐ Pens, stapler, paper clips, hole punch, etc.
- ☐ Organizational folders and binders for forms
- ☐ Hand sanitizer

Providing Information

Supplies

- ☐ Obtain supplies from the shelter supply kit as needed, including shelter signage, tape, paper, and pens or markers.

External Signage

- ☐ Post signs from main roads so that the shelter can be located. Keep a log of where signs are posted so they can be updated or removed as necessary.
- ☐ Signage on the outside of the building should direct clients to the entrance where registration is set up. Every parking lot and every possible entrance should feature a sign directing people to the registration area.
- ☐ If the accessible entrance is located in a different location than the main entrance, be sure to provide signage directing clients to both.

Internal Signage

- ☐ Post signs to identify the following areas, when applicable:
  - ☐ Registration
  - ☐ Dormitory
  - ☐ Cafeteria
  - ☐ Health Services
  - ☐ Staff Area
  - ☐ Children's Play Area
  - ☐ Men's/Women's Restrooms
  - ☐ Temporary Respite Care for Children
  - ☐ Men's/Women's Showers
  - ☐ Security
  - ☐ Information Desk
  - ☐ Evacuation Routes
  - ☐ Smoking Areas
  - ☐ Quiet Area
  - ☐ Administrative Area

- ☐ Ensure that Red Cross identification is posted all around the shelter, at least one per wall in large rooms, including the exterior of the facility and all common areas.
- ☐ Post signs in applicable languages and large print, as needed. Inform your supervisor if the language needed is not in the shelter supply kit.
- ☐ Post a bulletin board with an introductory welcome message, as well as shelter rules and other helpful information.
- ☐ Post information about the daily schedule (meal times, shower times, lights out, etc.) as soon as possible.

Dormitory

Planning Space

- ☐ Find out what the space plan is for the dormitory/sleeping areas, including the potential for separate spaces for families with small children, the elderly, single men, single women, night workers who sleep during the day and any other unique situation.
- ☐ Designate dormitory space using the following guidelines:
  - Evacuation shelters:
    - Allow ~20 square feet per person, or the size of a single air mattress with a few inches around it to spare.
    - The space for each person does not need to marked.
  - Post-impact shelters:
    - Allow ~40-60 square feet of sleeping space per person, or about a 5 foot by 8 foot area.
    - Allow ~100 square feet of sleeping space per person with support equipment such as wheelchairs, lift equipment or service animals.
- ☐ Plan for ease of movement. Provide walkways of 4-6 feet as needed (wide enough for a wheelchair or two people to pass through).
- ☐ Include access for persons with disabilities and other forms of support for people with particular needs (i.e., a mobility disability, hearing or sight impaired with or without service animal, etc.)
  - Ask where they would like their sleeping space to be in the dormitory. They may prefer to be close to emergency exits, restrooms, or a power source depending on their needs.
- ☐ Post the ARC Poster Kit 906 *Rules for a Red Cross Shelter* where they are clearly visible.

Cots and Comfort Kits

- ☐ Set up an area to distribute comfort kits and other appropriate items, as needed. Do not put them out on cots in advance. Do not distribute them to children.
- ☐ Set up standard cots before residents arrive, when possible. Do not set up universal cots in advance.
- ☐ Ask your supervisor if you should place blankets on cots in advance. Plan for two blankets per person.
- ☐ Make a client location chart, to be used for finding people within the dormitory. Post it where it will be accessible only to staff members.

Feeding

Facility

- ☐ Set up a canteen with a variety of snacks and drinks.
- ☐ Set up a serving area, where residents will get their meals.
- ☐ Set up a dining area, where residents will eat their meals. Set up enough tables and chairs to accommodate the maximum number of people you are expecting to serve, or establish two feeding times.
- ☐ Place hand sanitizer at the beginning of the food service line and on the tables.
- ☐ Plan the set-up of the feeding site(s) carefully. Think about traffic flow, ease of access for those with functional or access needs, and overall organization.
- ☐ Consider how to accommodate residents who require access to food or refrigeration of medication during non-meal times.

Food/Supplies/Equipment

- ☐ Find out about the feeding plan. Will meals come from a local vendor, contracted vendor, on-site kitchen or other sources?
- ☐ Make sure the food and beverage table in the registration area is well-stocked.
- ☐ Familiarize yourself with the feeding/kitchen area and the equipment: beverage/food Cambros, coolers, hot water machines, ice machines, coffee percolators/urns, etc.
- ☐ Familiarize yourself with the mass care items that can be distributed: snacks, water, comfort kits, etc.

Signs

- ☐ Coordinate with Providing Information to post information for clients, including meal/snack times, availability of beverages, etc. Signs may need to be in multiple languages and large print, depending on the client population.
- ☐ Post food safety information for the feeding staff, including reminders to wash hands, cooking temperatures for food, etc.

Operating the Shelter Checklist

Use this checklist for daily operation of the shelter.

For All Areas

Facility

- ☐ Inspect the area for safety, security and sanitation issues at least once per shift. Report the results on the *Shelter Shift Inspection* form.
- ☐ If you observe any damage, alert your supervisor immediately.
- ☐ Ensure that all signs, including Red Cross identification and signs around the exterior perimeter remain posted and are updated as needed.

Reports and Logs

- ☐ Sign in and out for every shift.
- ☐ Find out what data should be reported to your supervisor and when it should be reported, such as number of new registrations or number of meals served.
- ☐ Update the *Shelter Log* with any unusual events, situations, problems, solutions, etc.
- ☐ Review the *Shelter Log* at the beginning of your shift.
- ☐ Talk with shelter residents regularly and communicate their concerns to your supervisor.
- ☐ Sharing information is vital. Brief incoming staff with all relevant information, including:
    - Any maintenance issues.
    - Supplies that have been depleted or are running low, as well as any additional supplies that are needed.
    - Names of clients who have offered to help during the shift.
    - Client needs (i.e., translators, medical, mental health, dietary restrictions, etc.)

Helpers

- ☐ Recruit shelter residents to help with tasks that don't involve access to client information. Tasks could include floor monitor or runner in the registration area, garbage removal, sweeping, mopping, etc.
- ☐ Create a chore chart for clients to sign up if needed.

Registration

When clients arrive at a shelter, the registration table is their first contact with the American Red Cross. Remember that they are displaced from their homes, possibly separated from loved ones, or may have medical, functional or access needs. It is important to help them feel safe, comfortable and welcome. Register them as quickly as possible, be patient, and above all, treat them with respect.

Reception

- ☐ Regularly acknowledge and see to the needs of families who are waiting to be registered.
- ☐ Identify clients who have immediate needs, such as medical attention, and refer them to the appropriate person.
- ☐ If the registration area is busy, distribute the *Shelter Resident Information* handout and explain the rules to each family before they reach the registration table.

Registration Process

- ☐ Register clients using the *Shelter Registration Form*—one per household.
- ☐ Complete one *Initial Intake and Assessment Tool* per household to ensure proper assistance for clients with medical or functional needs, dietary concerns, or behavioral health assistance.
- ☐ If registration forms are not available, use index cards or sheets of lined paper. When needed, request to use the facility's copier machine.
- ☐ Point out the rules poster and give each family a copy of the *Shelter Resident Information* handout.
- ☐ Remind residents that they are to notify someone at registration each time they leave or return to the shelter.
- ☐ Ask about processes for the following:
  - o Making referrals when needs are identified on the *Initial Intake and Assessment Tool*.
  - o Organizing and filing registration forms.
  - o Tracking residents as they come and go from the shelter (temporarily or permanently).
- ☐ Notify the shelter manager or your supervisor immediately if:
  - o An unaccompanied minor needs to register.
  - o Someone answers "yes" to the question on the *Shelter Registration Form* about needing to register with a government agency.

Reporting

- ☐ Maintain shelter statistics and, on request, report this information to your supervisor or shelter manager.
- ☐ Ensure that all forms are kept confidential and secure. Only the shelter manager, shift supervisor, or higher may have access to these forms. Media and law enforcement are not permitted to walk around the shelter or obtain forms or the information on them. If asked to share this information, immediately inform your supervisor or shelter manager so they can determine the appropriate action.
- ☐ Record the number of new registrations on the *Daily Shelter Report*.

Shelter Visitors

- ☐ In order to protect the privacy of shelter residents, you cannot confirm the presence of any resident within the shelter.
- ☐ All visitors, including media and politicians, should be greeted and treated in a professional manner and not turned away. Ask them politely to wait while you get the shelter manager or shift supervisor.
- ☐ Ask media to sign in on the *Media Sign In/Out* sheet and wait while you get the shelter manager. Immediately contact the shelter manager and, if available, someone in Disaster Public Affairs.
- ☐ Know and follow the procedures at your shelter for handling all types of donations.
- ☐ Use the *Resource Record (Form 6455)* to record all accepted donations.

Providing Information

Remember that you are the liaison between the information the residents receive and the disaster operation and shelter staff. Do not assume that everyone can read posted notices or hear spoken announcements.

Communication Methods

Use various methods for communicating important information to shelter residents.

- ☐ Signage in appropriate languages
- ☐ Bulletin Boards
- ☐ Fliers
- ☐ One-on-One Conversations
- ☐ Resident Meetings
- ☐ Information Desk
- ☐ PA Announcements

Disseminate Information

- ☐ Make sure residents are aware of general shelter information—meal times, lights out, etc.
- ☐ Update residents on the status of the disaster.
- ☐ Provide information on the Disaster Relief Operation.
- ☐ Provide information about community resources that might be available to help meet disaster-caused needs of shelter residents, including government, non-profit and faith-based resources. This could also include information such as nearby laundromats, public transportation and pet shelters.
- ☐ Remind residents that any personal items they bring into the shelter are their responsibility.
- ☐ Ensure that residents who were not able to attend shelter meetings receive pertinent information.
- ☐ Inform residents about safety concerns and issues at the shelter.

Confirming Information

- ☐ Confirm all information. Do not disseminate information until it has been confirmed, and work with shelter staff to dispel rumors.
- ☐ Keep an updated rumor/fact board to dispel rumors in the shelter.

Dormitory

Supplies

- ☐ Distribute comfort kits, one per resident (should last ~3 days). Do not give them directly to children.
- ☐ Distribute blankets, allowing two per cot.

Monitoring

- ☐ Circulate through the dormitory and surrounding areas regularly to make sure that they are secure.
- ☐ Monitor sleeping areas at night.
- ☐ Monitor the area to prevent residents from bringing firearms, alcohol, non-prescription drugs, tobacco, etc., into the dormitory.
- ☐ Be sure there is adequate ventilation and that the room temperature is comfortable.
- ☐ Ensure no food or drinks other than water are consumed in the dormitory area.
- ☐ Make sure lighting is dim during sleeping times.
- ☐ Look for tripping hazards and make sure aisles are maintained.
- ☐ If you see that rules are being broken, enforce the rules in the most polite and respectful way possible.

Reporting

- ☐ Provide a daily midnight headcount at the direction of your supervisor, for inclusion in the NSS. For some operations, a noon count will be conducted.

Feeding

Inventory

- ☐ Write everything down. Track initial inventory, the number of meals/snacks served, and the number of mass care items given out.
- ☐ Make sure you understand and follow the shelter's process for inventory of meals and snacks.
- ☐ A bottle of water is counted as a snack if given without a meal.
- ☐ Make sure the canteen area and reception snack table are kept appropriately stocked.

Serving Food

- ☐ Assist with preparing and serving meals at the direction of your supervisor.
- ☐ Be sure to practice safe food handling at all times.

Closing the Shelter Checklist

Use this checklist to help close the shelter.

General

Cleaning

- ☐ Clean areas of the facility that have been used during sheltering, per your supervisor's instructions; return the facility to as close to pre-disaster condition as possible.
- ☐ If you notice any damage, take pictures, if possible, and alert your supervisor immediately.
- ☐ Ensure that all equipment is properly cleaned, disposed of or returned to the appropriate place.

Reporting/Inventory

- ☐ Use the *Shelter Inventory* form and *Resource Record (Form 6455)* to take inventory and find out where items should be directed at closing.
- ☐ Make any final additions to the *Shelter Log*.

Registration

Reporting

- ☐ Upon clients' final departure, record a post-disaster address on the *Shelter Registration Form* and note that clients have left the shelter permanently.
- ☐ Make sure registration forms remain secure during the closing of the shelter.
- ☐ Ask your supervisor about the appropriate disposition for all forms, including the registration forms.

Supplies

- ☐ Restock the shelter supply kit, as instructed by your supervisor, using its initial inventory as your guide.

Providing information

Supplies

- ☐ Remove Red Cross posters, banners and signs from all areas of the shelter, including the exterior, using the signage log of locations. Save for reuse whenever possible.
- ☐ Remember to remove any Red Cross signage posted in and around the community directing people to the shelter.

Residents

- ☐ Communicate closing information to residents as soon as it is confirmed. Provide 48-hour notice, whenever possible. Provide both oral and written notice. Make sure all residents are notified, including those with functional, access and language needs.

- ☐ Communicate with residents one-on-one. If you learn that residents are experiencing barriers prohibiting them from leaving the shelter, communicate these concerns to your supervisor.

Dormitory

Cots

- ☐ When possible, clean and dry all cots per the manufacturing label or cot cleaning instructions, having shelter residents assist if possible.
- ☐ If a cot was set up, it should be cleaned whether it was slept on or not.
- ☐ If cleaning cots is not possible, clearly identify used and unused cots and keep them separated, so they can be cleaned upon return.
- ☐ Clearly mark any broken or incomplete cots.

Feeding

Residents

- ☐ Make sure residents know when the last meal will be served.

Supplies/Equipment

- ☐ If the facility's food supplies have been used, check with your supervisor to see if they should be restocked.
- ☐ Consult with your supervisor to determine disposition of excess food items and supplies, as well as how they should be packed.
- ☐ Keep perishable items separate from non-perishable items and separate food items from cleaning supplies.
- ☐ Make sure all equipment has been rinsed, washed, and sanitized. Special attention should be paid to the rubber gasket and nozzle heads of the food and beverage Cambros.

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