American Red Cross

Shelter Fundamentals

Sheltering Cycle

Course Purpose: To prepare you to assist in the opening, organizing, operating and closing of a Red Cross shelter.

Activity

1. What is your name?

2. What one item would you want to bring from home if you were sheltering with the Red Cross?

3. What do you hope to learn today?

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.

Mission Statement

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.

- 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.

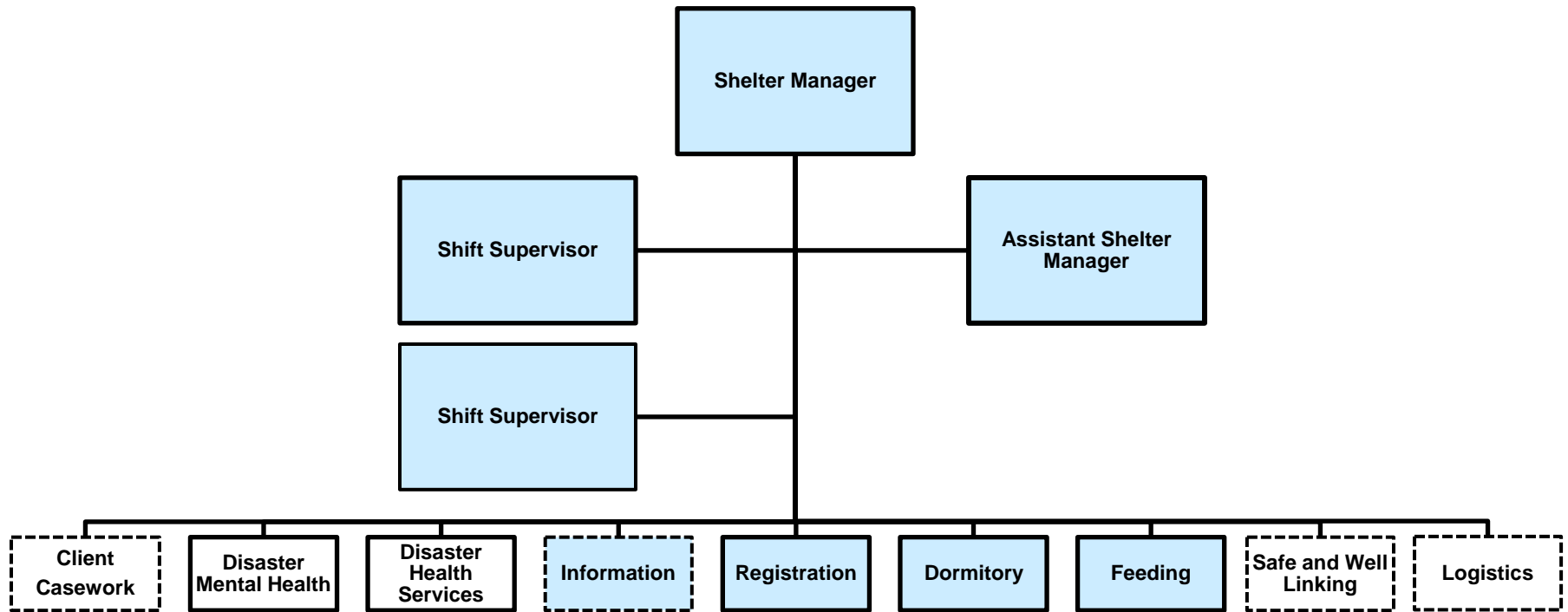**"Is this a shelter where I would want my own family to stay?"**
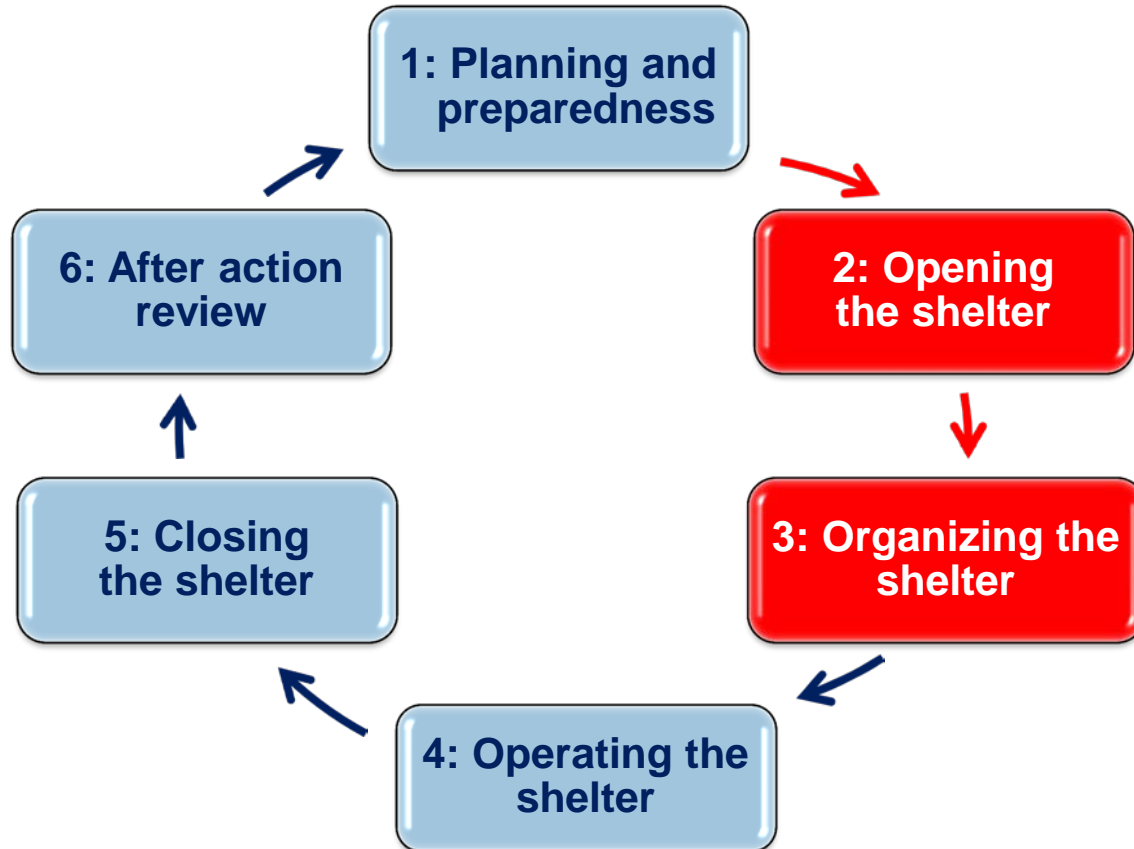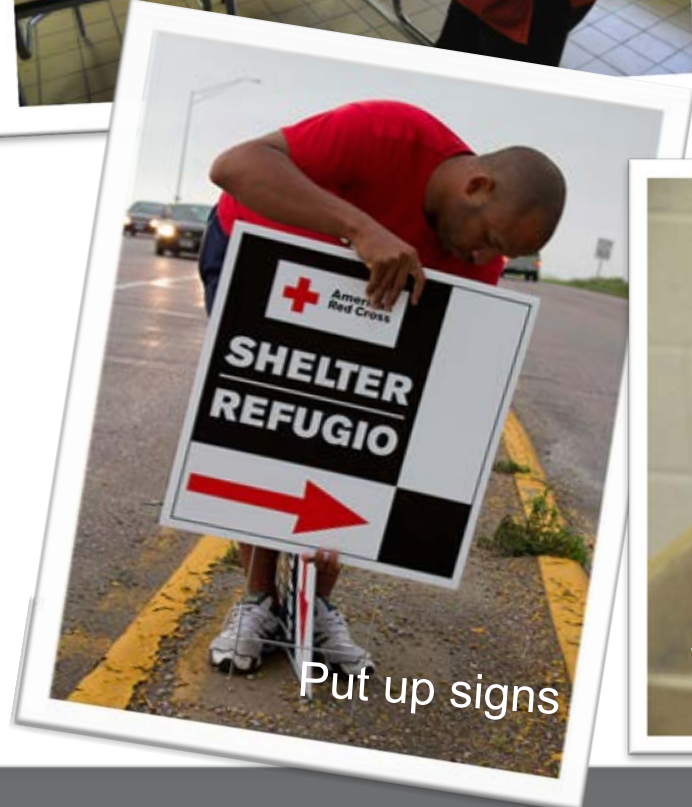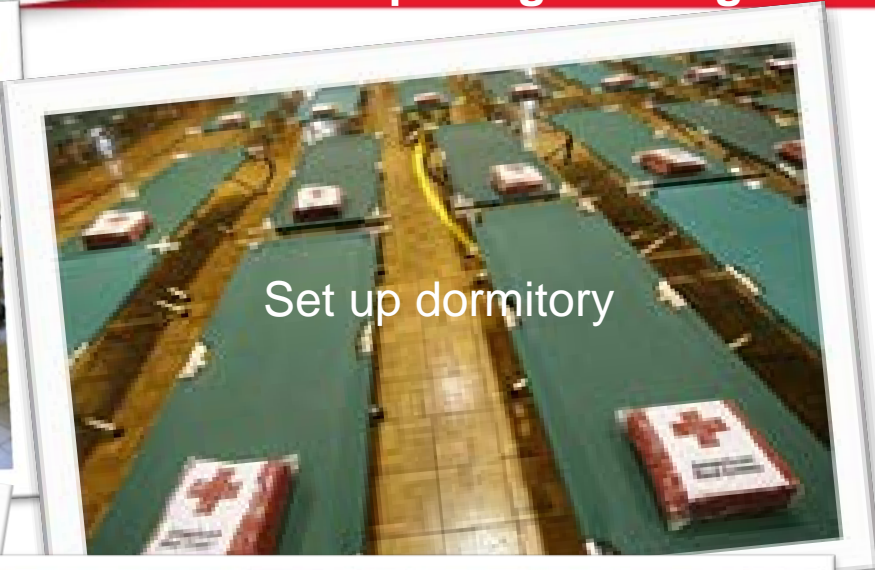

Respect

Rules

Routines

Shelter Staff

Shelter Manager

Shift Supervisor

Assistant Shelter Manager

Shift Supervisor

Client Casework

Disaster Mental Health

Disaster Health Services

Information

Registration

Dormitory

Feeding

Safe and Well Linking

Logistics

Provide Information

Set up dormitory

Put up signs

Set up feeding

During a **Job Induction** you can expect to:

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

Important: A job induction is provided for all new staff; ask for a job induction if one is not provided!

For every job, always:

- Look for pre-existing damage

- Ask about available equipment

- Take inventory of all facility products
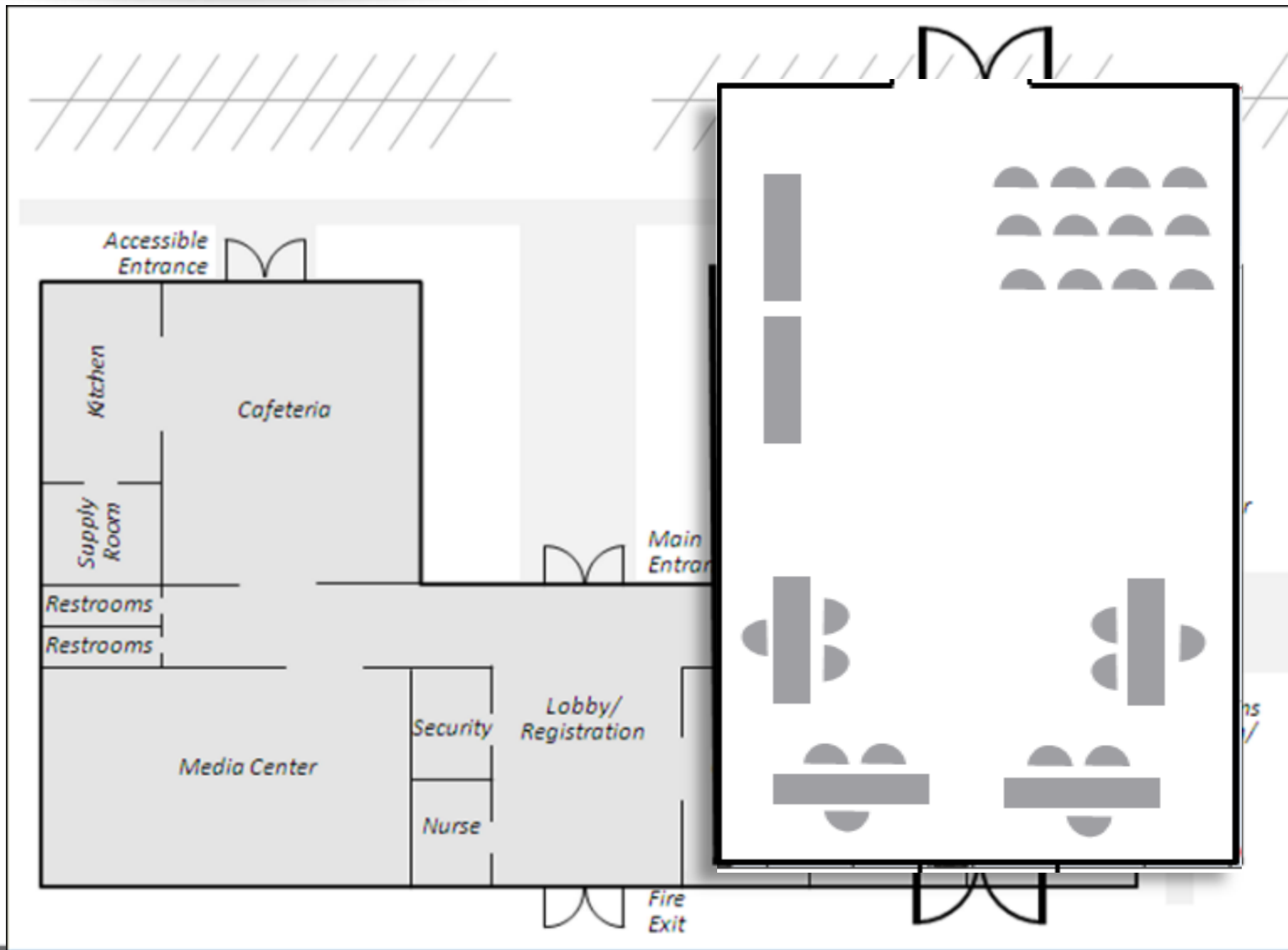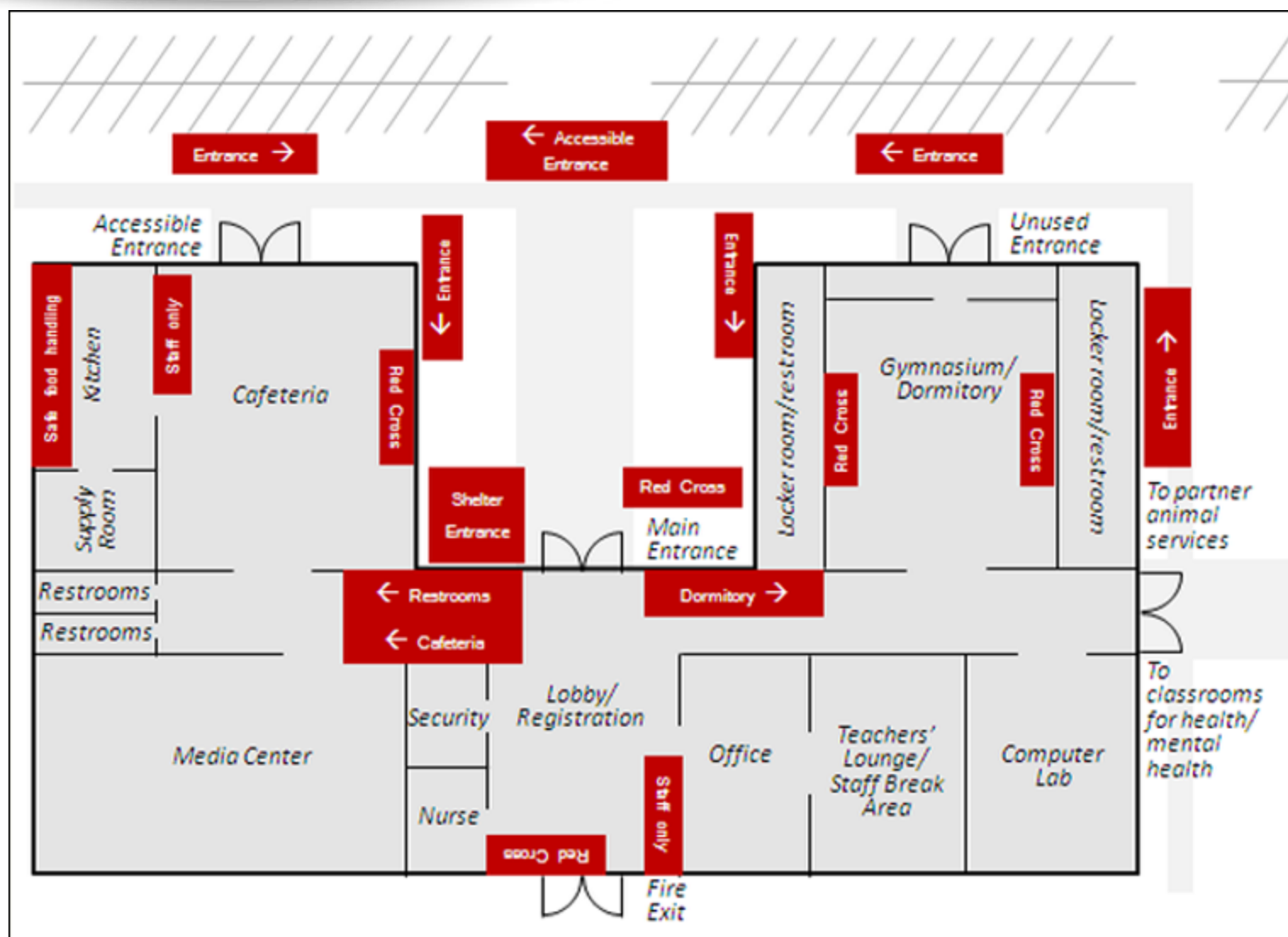
- Consider accessibility
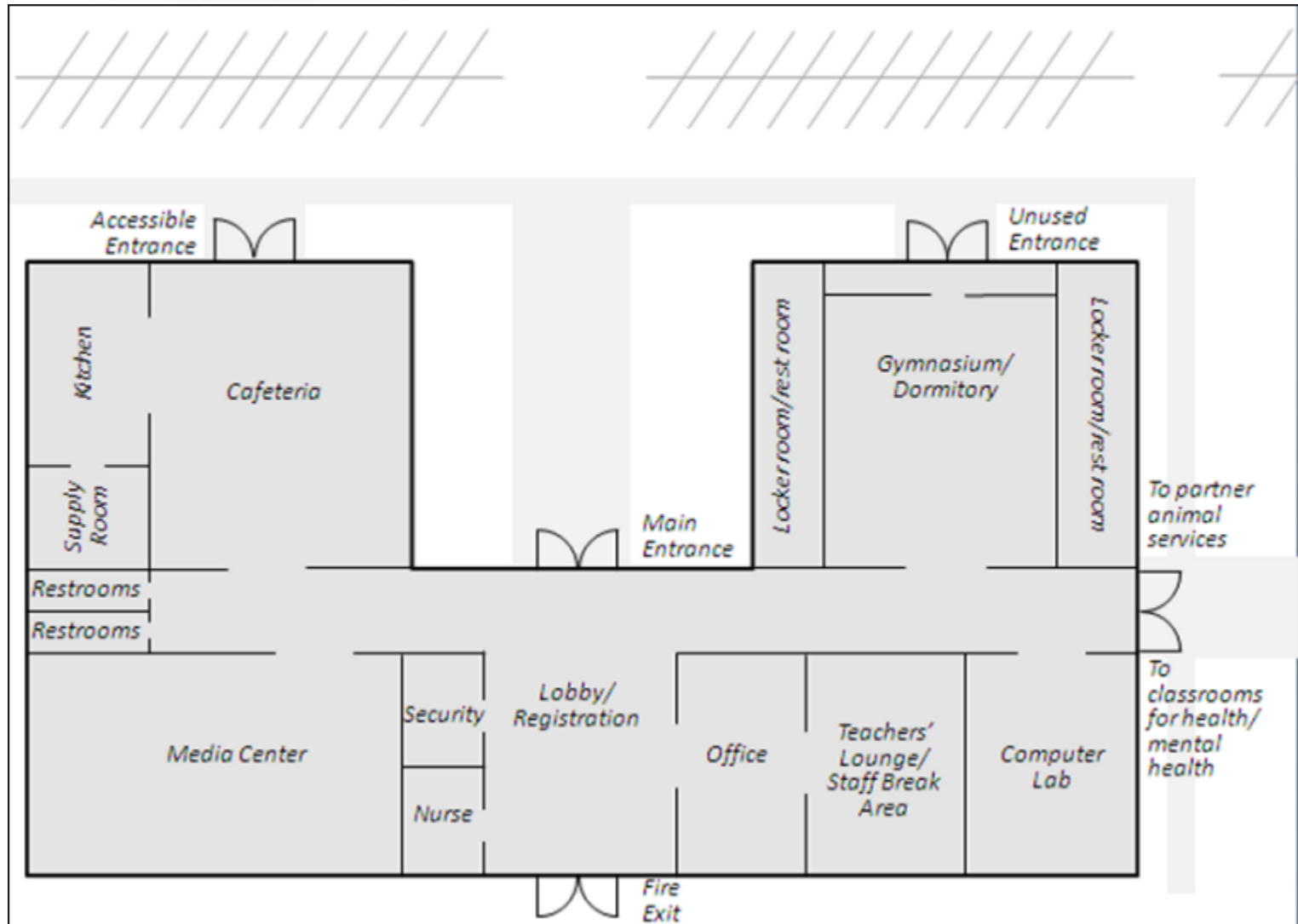
Activity

Working in your group,

- Draw a layout of the registration area in the blow-up of the main lobby on the floor plan (page 8).

- Use the *Opening/Organizing Checklist– Registration: Physical Setup* to help you make decisions (page 9).

- Be prepared to share the reasons for your decisions.
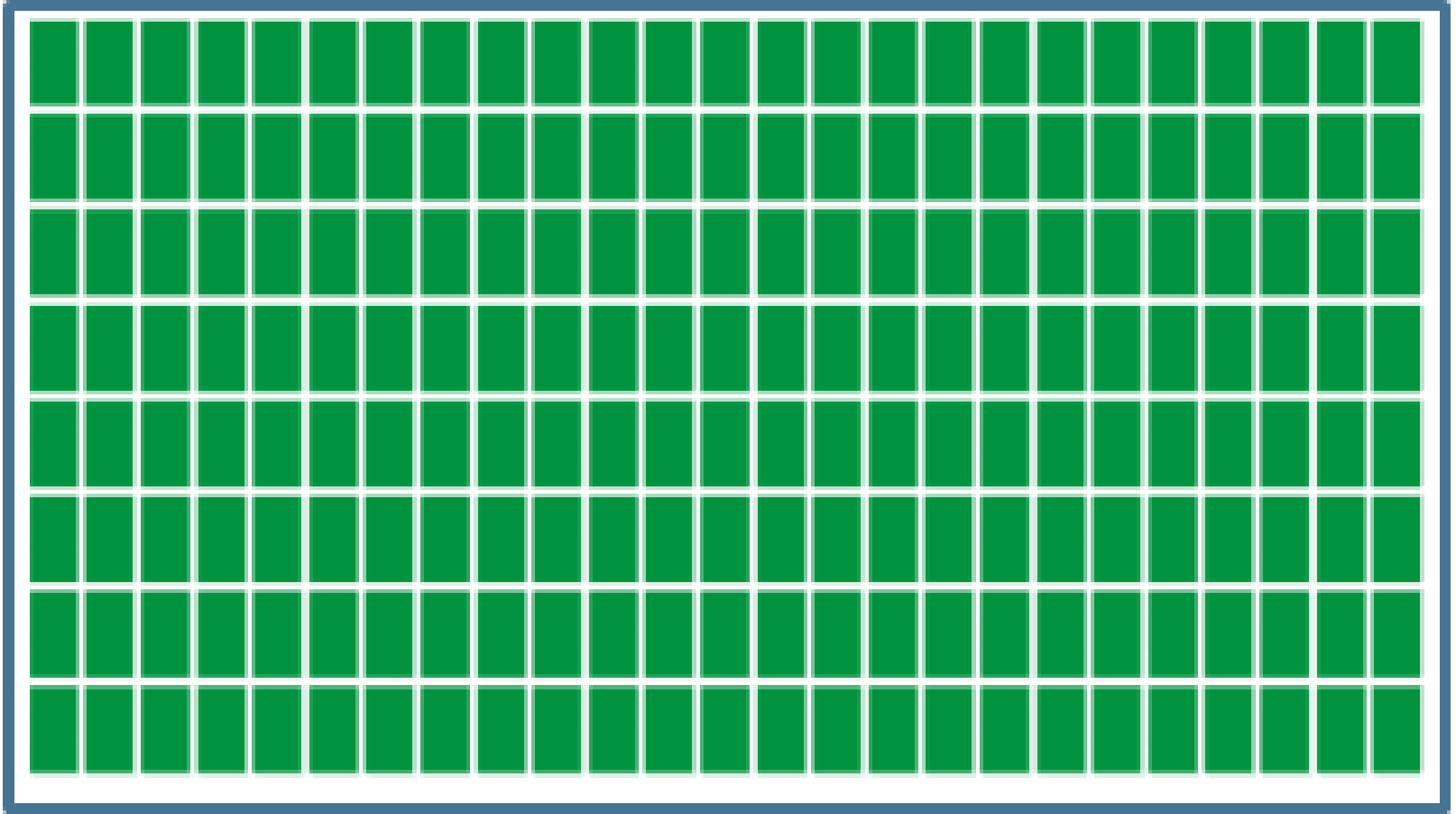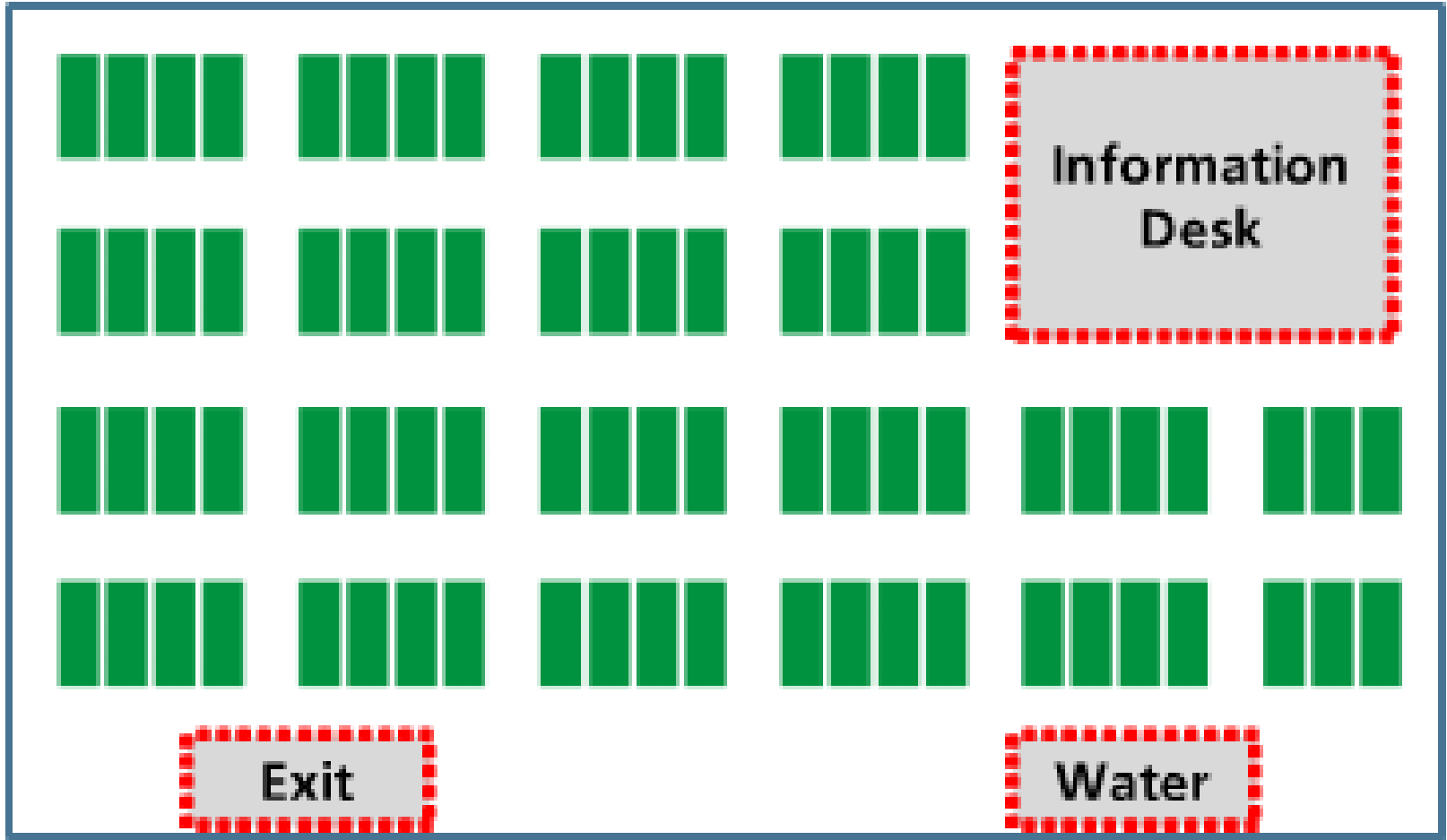
Timeframe: 5 minutes

Evacuation Shelter

Post-Impact Shelter

Snack and Beverage Canteen

Dining Area

Serving Area

Registration
Providing Information
Dormitory
Feeding

American Red Cross

Shelter Log

Shelter Name/Location James Madison HS, Springfield

DR Name Springfield Flood

855-12

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. The two are no longer in shelter, but their family and friends remain. EMS, due to injuries. enforcement called in and EMS, due to injuries.	☐ Required ☒ Completed
10/28/11 12:30 PM	Alice White, Feeding lead	Lunch was 2 hrs. late. I reached out to FF/M tomorrow. We started by serving cold san	
10/28/11 4:30 PM	Crystal Menezes, night supervisor	Chinese speaking clients registered. Sent 5:30 PM, translator arrived to assist. Work translation services. See updated resourc	

Shelter Shift Inspection

American Red Cross

Date _____ Time _____

Shelter Name/ Location _____

Shift Supervisor _____

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...

On Hand	Min	Description
CLIENT		
		Shelter Registration Form
		Shelter Registration Form (Spanish)
		Shelter Resident Information handout
		Initial Intake & Assessment Tool
		Initial Intake & Assessment Tool Instructions
		Shelter Client Survey
		Shelter Client Survey Guide
		Safe and Well Brochure
		Overview of Safe and Well Website
		Safe and Well Wallet cards - English
		Safe and Well Wallet cards - Spanish
		Emergency Welfare Inquiry Form
		Safe and Well Registration form - English
		Safe and Well Registration form - Spanish
		Safe and Well Registration form - Vietnamese
		Unaccompanied Minor Form
		Information (Media) release
		Multilingual Shelter Communication Tool
ADMIN		
		Disaster Requisition Form 6409
		Resource Record
		Instructions for Resource Record
		Facility/Shelter Opening and Closing Inspection
		Disclosure Tracking Log
		Daily Shelter Report
		Shelter Log
		Staff Sign In/Out
		Shelter Media Sign In/Out
		Tips for Telling the Red Cross Story
		Shelter Staffing Template
		Staff Request
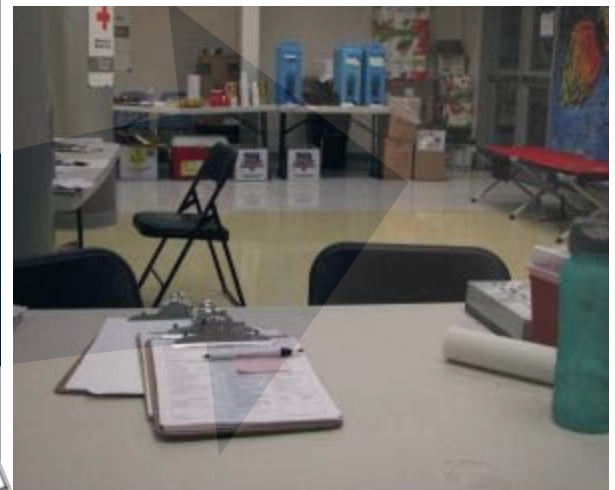
Activity

1. Review the following:

   - *Shelter Registration Form* (page 19)
   - *Initial Intake and Assessment Tool* (pages 20-21)
   - *Operating Checklist-Registration* (page 22).

2. With your partner, identify their purpose.

3. Describe what is contained on the forms.

4. List any additional comments or notes of interest.

Timeframe: 5 minutes

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. **Service animals are the only exception to this.** Should you need entering the shelter. It is your responsibility to make arrangements for your pet before 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.

29

- Long lines
- Running out of forms
- Clients who are injured, hungry or needing medication
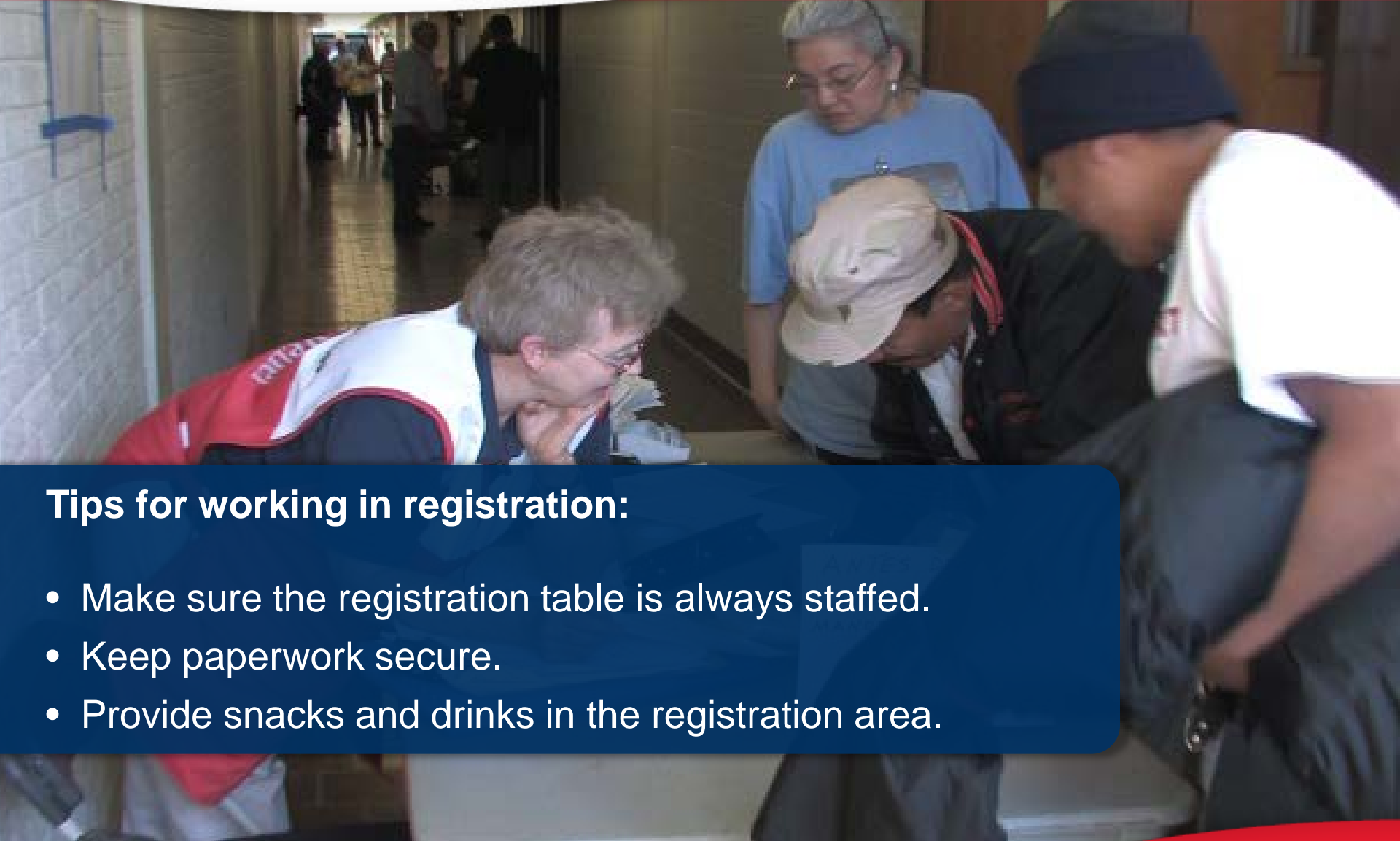
Tips for working in registration:

- Make sure the registration table is always staffed.
- Keep paperwork secure.
- Provide snacks and drinks in the registration area.

What if a visitor made this request?

1. "I'm working on a project with Joey M. I want to take him to the library. He's here, right?"

2. "I have a package for Jenn P. Can you give this to her?"

3. "I'm worried about my dad; he suffers from Alzheimer's. We haven't heard from him since he left his house yesterday. He might be here. Can you help me find him?"

How should you respond?

What if this situation happened?

4. A Springfield police officer wants to see the shelter records and walk around to see if a suspect in a murder investigation is in the shelter.

5. A state senator arrives and walks toward the dormitory.

6. A reporter with her crew signs in and starts to walk towards the dormitory.

What would you do?

- Money should not be accepted at the shelter because it can't be secured.

- If people would like to donate:

  o Provide a donation envelope from the shelter supply kit

  o Provide the website, toll-free number, and text message instructions

When dealing with visitors:

- Be courteous and kind, but firm.

- Ensure that people sign in and out of the shelter as required.

- Have visitors meet with the shelter manager when necessary.

- Never release confidential information or identities of residents.

- Know the procedure for handling all types of donations.

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Providing
Information

Feeding

Dormitory

Activity

1. In your group, answer the following questions for your assigned area:

   > *What rules or routines do I need to know?*
   >
   > *What are the tasks involved?*
   >
   > *What will make me successful?*

2. Refer to the appropriate checklist for your group:

   - *Providing Information* (page 28)
   - *Dormitory* (page 29)
   - *Feeding* (page 30)

3. Record your information on newsprint.

Timeframe: 7 minutes

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- General shelter information, such as meal times, lights out, etc.

- Status of the disaster

- Information about the disaster relief operation

- Community resources, including government, non-profit, and faith-based

- Daily schedule

- Safety concerns and issues

- Recreational activities

- Opportunities for clients to act as shelter resident helpers
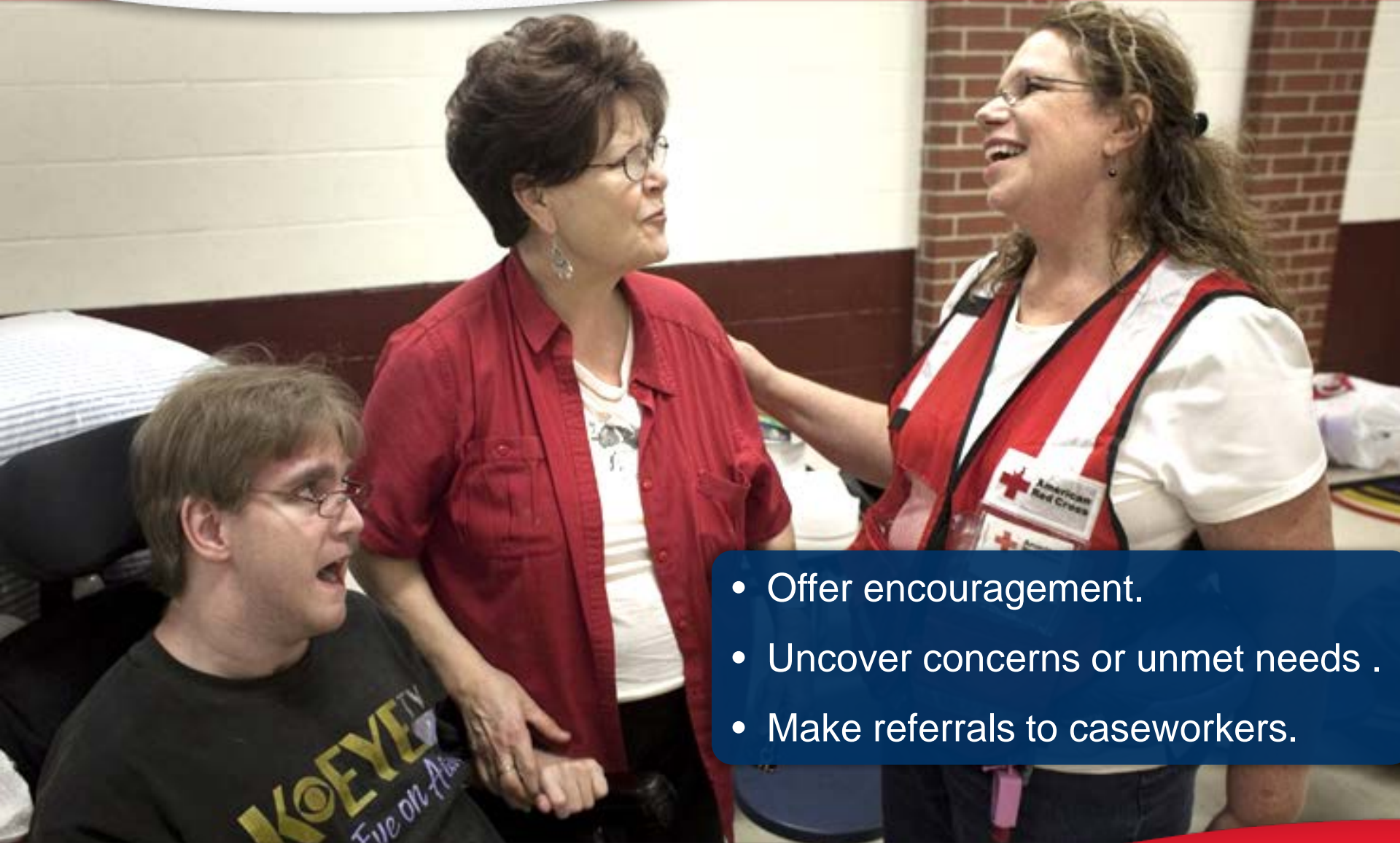
- Offer encouragement.

- Uncover concerns or unmet needs .

- Make referrals to caseworkers.

General Inventory Guidelines:

- It is important to have an initial inventory of *everything* in the shelter, including non-food items.

- Food items are counted when they are put out.

- Each individual canteen item counts as a snack; water or coffee counts as one snack, unless served with a meal.

- Everyone should look for inventory issues.

1: Planning and preparedness

2: Opening the shelter

3: Organizing the shelter

4: Operating the shelter

5: Closing the shelter

6: After action review
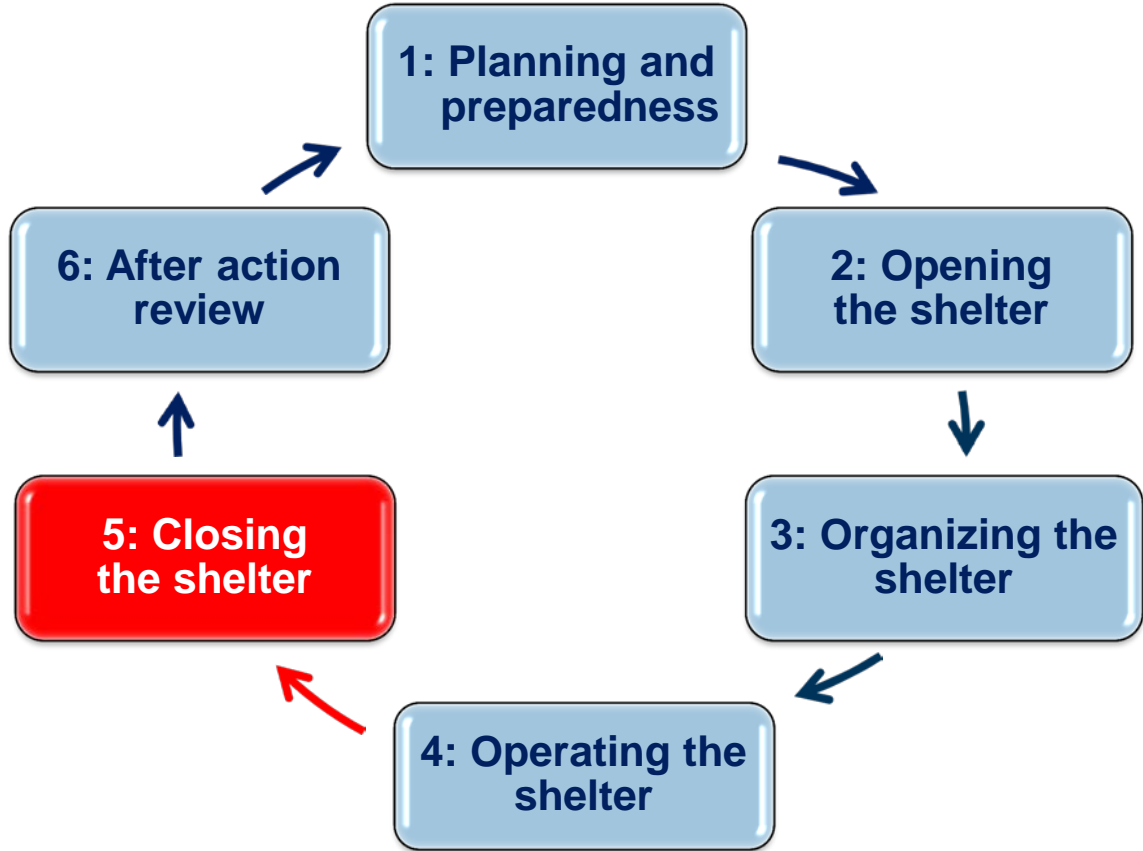
- Communicating the shelter closing to residents
- Taking inventory
- Finalizing and securing records
- Cleaning equipment
- Restocking and returning supplies
- Returning the shelter to pre-disaster condition

Closing Checklist

General	• Cleaning • Reporting and Inventory
Registration	• Reporting • Supplies
Providing Information	• Supplies • Residents
Dormitory	• Cots
Feeding	• Residents • Supplies and Equipment

Shelter Inventory

Shelter ID # 001

Shelter Name: James Madison High School
Shelter Manager: Aramis Skinner
DR # 855-12
Date 10/25/2011
Shelter Address: 5002 Lincoln Street, Springfield

☐ Closing Inventory
☐ Operating Inventory
☐ Opening 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	

Shelter Inventory

Shelter ID # 001

Shelter Manager: Aramis Skinner
☐ Closing Inventory

Item Name	Red Cross, or Other?	Quantity	Disposition at Closing
		2	
		1	
		1	
Toilet paper (cases of 50 rolls)	Facility	40	
Paper towels (cases of 25 rolls)	Facility	480	
Water (cases of 24 bottles)	Facility	2	
8' folding tables	Facility	2	
Folding chairs	Facility	4	
42" LCD TV on rolling cart	Facility	7	
Blue ray DVD player	Facility	3	
Mop bucket with mop	Facility	6	
Long brooms	Facility	6	
30 cups coffee pot	Facility	3	
25 foot electrical extension cord	Facility		
45 gal plastic garbage cans	Facility		
45 gal garbage bags (cases of 200 bags)	Facility		

American Red Cross

Shelter Log

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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

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- 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.

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Activity

Sheltering Philosophy

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- 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.

Identify three ways you can help fulfill the Sheltering Philosophy in your assigned role.

Timeframe: 5 minutes