Welcome

Shelter Fundamentals
Sheltering Cycle

1: Planning and preparedness
2: Opening the shelter
3: Organizing the shelter
4: Operating the shelter
5: Closing the shelter
6: After action review

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.
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.

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.
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?"

Three “Rs” of Sheltering

- Respect
- Rules
- Routines
Sheltering Cycle

1: Planning and preparedness

2: Opening the shelter

3: Organizing the shelter

4: Operating the shelter

5: Closing the shelter

6: After action review
Opening and Organizing a Shelter

- 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
Posting Signs
Shelter Types

Evacuation Shelter

Post-Impact Shelter
Snack and Beverage Canteen

Serving Area

Dining Area
## Inventory Forms

### Shelter Inventory

**Shelter ID**: #001

**Shelter Name**: James Madison High School

**Shelter Manager**: Aramis Skinner

**Date**: 10/25/2011

**Address**: 5002 Lincoln Street, Springfield

<table>
<thead>
<tr>
<th>Item Name</th>
<th>Property of Red Cross/Facility or Other?</th>
<th>Quantity</th>
<th>Disposition at Closing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cots - regular</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cots - universal</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blankets</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comfort Kits</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shelter Supply Kit (inventoried separately)</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Services Kit</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food Cambros</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drink Cambros</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean-up kits</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toilet paper (cases of 50 rolls)</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper towels (cases of 25 rolls)</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water (cases of 24 bottles)</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8' folding ladders</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Folding chairs</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>42&quot; LCD TV on rolling cart</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blue ray DVD player</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mop bucket with mop</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long brooms</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30 cups coffee pot</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25 foot electrical extension cord</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>45 gal plastic garbage cans</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>45 gal garbage bags (cases of 200 bags)</td>
<td>Facility</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Opening Inventory**

---

23
1: Planning and preparedness

2: Opening the shelter

3: Organizing the shelter

4: Operating the shelter

5: Closing the shelter

6: After action review

Registration
Providing Information
Dormitory
Feeding
## Operating Forms

### Shelter Log

<table>
<thead>
<tr>
<th>Date &amp; Time</th>
<th>Name</th>
<th>Log Entry</th>
<th>Follow-Up Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/26/11 2:00 PM</td>
<td>Aramis Skinner, Shelter Mgr.</td>
<td>Client X attempted to bring “collectible” pistol into shelter. Registrar informed client pistol could not be brought into shelter despite its value. Client was put in trunk of car. Need to ensure it’s not brought in shelter. Right 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. We started by serving cold samosas. Lunch was 2 hrs. late. I reached out to FFs to confirm. We were able to talk to them. Lunch was served by our kitchen staff.</td>
<td>Required</td>
</tr>
<tr>
<td>10/27/11 6:00 PM</td>
<td>Joe Washington, dormiter</td>
<td>Lunch was served 2 hrs. late. We started serving cold samosas. Lunch was served by our kitchen staff.</td>
<td>Completed</td>
</tr>
<tr>
<td>10/28/11 12:30 PM</td>
<td>Alice White, Feeding lead</td>
<td>Spanish-speaking staff registered. Spanish-speaking staff arrived to assist. We offered translation services. See updated resource.</td>
<td>Required</td>
</tr>
<tr>
<td>10/28/11 4:30 PM</td>
<td>Crystal Menezes, night supervisor</td>
<td>Chinese-speaking clients registered. Services were offered to aid clients.</td>
<td>Completed</td>
</tr>
</tbody>
</table>

### Shelter Shift Inspection

- **Exits & Access to Shelter**
  - Are all exits visible and unobstructed? [ ]
  - Are all exits marked with a readily visible sign that is properly illuminated? [ ]
  - Are controls in place for restricted areas requiring limited access? [ ]
  - Are the entrances and exits accessible for people with access and functional needs? [ ]

- **Exterior of Shelter**
  - Are all walkways clear of trip or fall hazards? [ ]
  - In inclement weather are all walkways clear of snow and ice? [ ]
  - Are handicaps ramps and handrails maintained? [ ]
  - Is there an appropriate container for disposal of cigarettes and trash? [ ]
  - Is there still an adequate number of accessible parking spaces? [ ]

- **Interior of Shelter**
  - Are the routes between service areas and restrooms/parking accessible, free of protruding objects, and accessible to the shelter residents? [ ]
  - Are walkways or similar protection provided to avoid slips? [ ]
  - Are areas clear of debris and sanitized? [ ]
  - Are areas marked to alert and large enough for shelter residents with low vision? [ ]
  - Is signage for designated areas legible and large enough for the shelter resident population? [ ]
  - Does the signage reflect all languages spoken by the shelter resident population? [ ]
  - Are restrooms free of standing water, trip, and fall hazards or chemicals? [ ]
  - Is there an adequate power supply for shelter residents with durable medical equipment needs? [ ]

Resolution of issues identified above...
# Shelter Forms

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

Providing Information

Feeding

Dormitory
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
• 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
Talking to Residents

- 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.
Safe Handling of Food
1: Planning and preparedness

2: Opening the shelter

3: Organizing the shelter

4: Operating the shelter

5: Closing the shelter

6: After action review

Sheltering Cycle
The Closing Process

- 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

<table>
<thead>
<tr>
<th>Category</th>
<th>Tasks</th>
</tr>
</thead>
</table>
| General                | • Cleaning  
                         • Reporting and Inventory |
| Registration           | • Reporting  
                         • Supplies |
| Providing Information  | • Supplies  
                         • Residents |
| Dormitory              | • Cots |
| Feeding                | • Residents  
                         • Supplies and Equipment |

**Closing Tasks**

- American Red Cross
Taking Closing Inventory

### Shelter Inventory

**Shelter ID # 001**

#### Date: 10/25/2011

**Date**

**Shelter Name**
James Madison High School

**Shelter Address**
5002 Lincoln Street, Springfield

**Shelter Manager**
Aramis Skinner

<table>
<thead>
<tr>
<th>Item Name</th>
<th>Property of Red Cross, Facility or Other?</th>
<th>Quantity</th>
<th>Disposition at Closing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cots - regular</td>
<td>Red Cross</td>
<td>10</td>
<td>Facility</td>
</tr>
<tr>
<td>Cots - universal</td>
<td>Red Cross</td>
<td>200</td>
<td>Facility</td>
</tr>
<tr>
<td>Blankets</td>
<td>Red Cross</td>
<td>100</td>
<td>Facility</td>
</tr>
<tr>
<td>Comfort Kits</td>
<td>Red Cross</td>
<td>1</td>
<td>Facility</td>
</tr>
<tr>
<td>Shelter Supply Kit ( inventoried separately)</td>
<td>Red Cross</td>
<td>1</td>
<td>Facility</td>
</tr>
<tr>
<td>Health Services Kit</td>
<td>Red Cross</td>
<td>2</td>
<td>Facility</td>
</tr>
<tr>
<td>Food cambros</td>
<td>Red Cross</td>
<td>2</td>
<td>Facility</td>
</tr>
<tr>
<td>Drink cambros</td>
<td>Red Cross</td>
<td>2</td>
<td>Facility</td>
</tr>
<tr>
<td>Clean-up kits</td>
<td>Red Cross</td>
<td>2</td>
<td>Facility</td>
</tr>
<tr>
<td>Toilet paper (cases of 50 rolls)</td>
<td>Facility</td>
<td>1</td>
<td>Facility</td>
</tr>
<tr>
<td>Paper towels (cases of 25 rolls)</td>
<td>Facility</td>
<td>1</td>
<td>Facility</td>
</tr>
<tr>
<td>Water (cases of 24 bottles)</td>
<td>Facility</td>
<td>480</td>
<td>Facility</td>
</tr>
<tr>
<td>8’ folding tables</td>
<td>Facility</td>
<td>2</td>
<td>Facility</td>
</tr>
<tr>
<td>Folding chairs</td>
<td>Facility</td>
<td>2</td>
<td>Facility</td>
</tr>
<tr>
<td>42” LCD TV an rolling cart</td>
<td>Facility</td>
<td>2</td>
<td>Facility</td>
</tr>
<tr>
<td>Blue ray DVD player</td>
<td>Facility</td>
<td>7</td>
<td>Facility</td>
</tr>
<tr>
<td>Mop bucket with mop</td>
<td>Facility</td>
<td>6</td>
<td>Facility</td>
</tr>
<tr>
<td>Long brooms</td>
<td>Facility</td>
<td>3</td>
<td>Facility</td>
</tr>
<tr>
<td>30 cups coffee pot</td>
<td>Facility</td>
<td>6</td>
<td>Facility</td>
</tr>
<tr>
<td>25 foot electrical extension cord</td>
<td>Facility</td>
<td>3</td>
<td>Facility</td>
</tr>
<tr>
<td>45 gal plastic garbage cans</td>
<td>Facility</td>
<td>3</td>
<td>Facility</td>
</tr>
<tr>
<td>45 gal garbage bags (cases of 200 bags)</td>
<td>Facility</td>
<td>3</td>
<td>Facility</td>
</tr>
</tbody>
</table>
RESOURCE RECORD (Form 6455)

**DONOR/VENDOR INFORMATION**

- **Company Name:**
- **Address:**
- **City:**
- **State:**
- **Zip:**
- **Acknowledgement Name:**
- **Salutation:**
- **Title:**
- **Address:**
- **City:**
- **State:**
- **Zip:**

**CONTACT INFORMATION**

- **Contact Name:**
- **Telephone:**
- **Cell Phone:**
- **Fax:**
- **Email Address:**

**DESCRIPTION**

- **Product/Service Description:**
- **Donor Intent:**
- **Quantity:**
- **Unit Type:**
- **Value per Unit:**
- **Total Value:**
- **Value Basis:**
- **Transportation Offered By:**
- **If a Loan:**
- **ARC Representative:**
- **Source:**
- **Unsolicited:**
- **Call-in:**
- **Walk-in:**

**ORIGIN**

- **Primary End User:**
- **Recipient Name:**
- **Recipient Phone:**
- **Distribution Plan:**
- **Ship-to Location Address:**
- **Drop Trailer Required:**
- **Procurement Contact Notified:**
- **Date Notified:**

**SHIP**

- **Transportation Paid By:**
- **Carrier Name:**
- **Carrier Contact:**
- **Phone:**
- **ETA:**

**LOAN**

- **Loan Contract Name:**
- **Expected Return Date:**
- **Actual Return Date:**
- **Return Transportation:**
- **Quantity:**
- **Unit Type:**
- **Time:**
- **Date:**
- **Week:**
- **Month:**
- **Other:**

**Date Prepared:**

**Solicited?**

- **Yes**
- **No**

**Purchase**

**Donation**

**Status Dates:**

- **Pending:**
- **Accepted:**
- **Received:**
- **Declined:**
- **Withdrawn:**
- **Referred:**
<table>
<thead>
<tr>
<th>Date &amp; Time</th>
<th>Name</th>
<th>Log Entry</th>
<th>Follow-Up Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/26/11 2:00 PM</td>
<td>Aramis Skinner, Shelter Mgr.</td>
<td>Client X attempted to bring &quot;collectible&quot; 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.</td>
<td>☒ Required</td>
</tr>
<tr>
<td>10/27/11 6:00 PM</td>
<td>Joe Washington, dormitory</td>
<td>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.</td>
<td>☐ Required ☒ Completed</td>
</tr>
<tr>
<td>10/28/11 12:30 PM</td>
<td>Alice White, Feeding lead</td>
<td>Lunch was 2 hrs. late. I reached out to FF/MN at HQ. It should be fixed tomorrow. We started by serving cold sandwiches.</td>
<td>☐ Required ☒ Completed</td>
</tr>
<tr>
<td>10/28/11 4:30 PM*</td>
<td>Crystal Menezes, night supervisor</td>
<td>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.</td>
<td>☒ Required ☒ Completed</td>
</tr>
</tbody>
</table>
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.
Activity

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.

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

Timeframe: 5 minutes
Course Closing

1: Planning and preparedness

2: Opening the shelter

3: Organizing the shelter

4: Operating the shelter

5: Closing the shelter

6: After action review