

Sheltering Tasks

1. Identify shelter site.
2. Acquire shelter facility.
3. Assign employees and volunteers to perform shelter tasks.
4. Survey shelter facility and determine the space plan.
5. Set up shelter registration.
6. Register clients and maintain client registration information.
7. Establish and maintain contact with Red Cross supervisory unit or disaster headquarters.
8. Estimate daily material requirements and request accordingly.
9. Load and unload shelter supplies.
10. Request appropriate communications and technology from Material Support Services Response Technology Team.
11. Secure necessary items to provide first aid.
12. Ensure safety and security of shelter.
13. Establish contingency shelter and evacuation plan.
14. Ensure materials and other resources are kept secure.
15. Ensure shelter workers are briefed on a regular basis.
16. Project staffing need and make requests.
17. Request any support needed from other groups.
18. Assess feeding options and meet with feeding supervisor.
19. Establish and maintain a shelter log reporting process.
20. Put up shelter identification and information.
21. Establish canteen services in the shelter.
22. Establish shelter recreational and childcare programs.
23. Distribute supplies, materials and specialty items to clients.
24. Collaborate with partner and community agencies supporting the shelter operations.
25. Collaborate with Health Services and Disaster Mental Health to ensure client health needs are met.
26. Determine any special populations that may require assistance and ensure needs are met.
27. Collaborate with Client Casework to ensure client disaster-related emergency needs are met.
28. Interact with clients to determine needs and provide information to supervisor and Individual Client Services.
29. Assist with personal and operational problem solving.
30. Establish a positive, supportive environment.
31. Complete and submit required activity and resource tracking forms and reports.
32. Coordinate plans to close the shelter.
33. Close the shelter.

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

1. **Determine the shelter's needs (resident space and duration), based on information from Disaster Assessment, emergency management and other sources.**
2. **Use the pre-disaster *Shelter Facility Surveys (F6564)* to determine potential sites.**
3. **Contact potential shelter sites for availability.**
4. **Notify Material Support Services when the shelter site has been identified.**
5. **If Material Support Services is not available, make arrangements to walk through the facility and complete forms. Refer to the Community Services/Sheltering task "Acquire Facility."**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Facility Survey (F6564)

Community Services/Sheltering task "Acquire facility"

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

1. **Material Support Services negotiates and signs the *Agreement to Permit the Use of a Facility as a Red Cross Emergency Shelter*. If Material Support Services is not available please refer to Material Support Services tasks “Assess Facilities” and “Review, negotiate and complete agreements for facilities, using the above-mentioned form.”**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Material Support Services tasks “Assess facilities” and “Review, negotiate and complete agreements for facilities.”

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Agreement to Permit the Use of a Facility as a Red Cross Emergency Shelter

Objective

Provide congregate care for people displaced as a result of disaster.

Procedures

- 1. Determine tasks to be performed. Employees and volunteers may be assigned multiple tasks, if necessary.**
- 2. Ensure that key responsibilities are covered:**
 - Registration,
 - Recruitment of employees and volunteers,
 - Feeding,
 - Material Support Services,
 - Health Services,
 - Mental Health Services,
 - Communications,
 - Dormitory management,
 - Security,
 - Providing information and other client services.
- 3. Shelters with 300 or more residents may need to add one to three workers to each shelter responsibility on day and evening shifts.**
- 4. Ensure that locally recruited workers and shelter residents are integrated into the tasks listed above.**
- 5. Ensure that training is provided for locally recruited volunteers.**
 - Contact the chapter or Staff Support Services to verify that the volunteer received training before arriving at the shelter.
 - If training has not been conducted, submit a request to the chapter or Training activity.
 - Work with the chapter or Training activity to procure training materials.
- 6. Consolidate positions as work volume allows.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC 3068-12)

How to set up a Shelter

DSHR Handbook

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Set up sleeping areas in a dormitory-style arrangement, assigning sleeping areas and coordinating with Material Support Services for cots, blankets, comfort kits and other items, if available and necessary.**
- 2. Establish entrance and exit controls and ensure that the sleeping areas are monitored, especially at night. Specific tasks are listed below:**
 - Allocate separate space for families with small children, the elderly, night workers who sleep during the day and other unique situations. Guidelines for planning are as follows:
 - 40 to 60 square feet of sleeping space per person;
 - one toilet per 40 persons (six for 200; 14 for 500).
 - In an earthquake, consider structural damage and the possibility that residents may prefer to remain outdoors in open areas adjacent to the facility. During hurricanes, consider that shelter residents may be placed in confined areas of fewer than 10 square feet per person until the storm is over.
 - Ensure that the planning includes access to and movement within the building for persons with disabilities. Planning should also include other forms of support for people with particular needs.
 - Work with Material Support Services to identify a source of cots and blankets. Use Red Cross supplies when available. Otherwise, obtain permission to use the supplies located in the shelter facility.
- 3. Allocate space, as needed, for each of the following:**
 - Registration (should be near the main entrance);
 - Sleeping — separate sleeping areas may be needed for the following:
 - Families with young children,
 - Elderly people,
 - Single men,
 - Single women,
 - Clients with health care needs;
 - Meal preparation and/or serving areas;
 - Snack areas where food and beverages are available 24 hours a day;

- Storage for food and supplies;
- Play areas for children and recreation areas for teens and adults;
- Health Services and Mental Health Services;
- Secure storage for confidential information;
- Individual Client Services interview area;
- Shelter manager's office;
- Restroom for staff (in larger shelters);
- Media.

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations course and workbook (ARC3068-11A)

[DSHR Handbook](#)

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Determine an appropriate site for registration. Use only one building entrance to support effective registration efforts and provide a secure environment.**
- 2. Set up tables and chairs (if available) at a determined location. Use a sufficient number of tables to ensure that everyone entering is registered efficiently.**
- 3. Put out the *Disaster Shelter Registration (F5972 or 5972S)*. If not available, use index cards or pads of lined paper and pens.**
- 4. Create a sign (“Registration Here”), and put it in a visible place. Position signs and/or shelter staff at entrances to direct shelter residents to the appropriate area. However, make sure that fire exits are not blocked.**
- 5. Establish a visitor log and a media log.**
 - Using available supplies, draw up logs for visitors and media, including names, organizations, addresses, phone numbers, dates and times in and out.
 - Place the logs at the registration table.
- 6. Establish a filing system for completed registration forms.**
 - Use a file box, a three-ring binder, if available, or find another box or container that will hold registration forms and keep them confidential.
 - File registration forms alphabetically.
 - Keep one copy of the registration form. Give all other copies to the shelter manager to distribute to the appropriate groups.
- 7. Recruit volunteers to translate and prepare signs for shelter residents who do not speak English well.**
- 8. Ensure easy and confidential access to Health Services and Mental Health Services personnel.**
- 9. Place a sign at the exit(s) reminding those leaving the shelter to go to the registration desk for out-processing. Those leaving the shelter temporarily will have their registration cards flagged in some way to indicate their statuses. For those families leaving the shelter permanently, the registrar should complete the information below the dotted line on the registration form and forward the form to the shelter manager.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

How to Set Up a Shelter Site

Shelter Operations Participant Workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Disaster Shelter Registration (F5972 or 5972S)

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Register clients. Ask clients to fill out the *Disaster Shelter Registration (F5972 or 5972S)*, assisting as necessary and using one form, one card or one sheet of paper per family. A family usually consists of all persons living in a household.**
- 2. Maintain registration forms.**
 - Using a three-ring binder or file box of some kind, organize registration forms in alphabetical order for ease of retrieval.
 - Keep forms organized and up to date as clients arrive or leave.
- 3. Distribute copies of registration forms.**
 - Keep one copy of the registration form.
 - Give all other copies to the shelter manager to distribute to the appropriate groups.
 - For questions regarding distribution of forms, check with the supervisor.
- 4. Refer the following persons to the Health Services staff:**
 - Injured persons or persons not feeling well.
 - Those on special medications or diets.
- 5. Escort official visitors, including the media, to the shelter manager.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Disaster Shelter Registration (F5972 or 5972S)

Shelter Operations Participant Manual (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Meet with the Red Cross supervisor to determine contact needs, report structure and methods (including phone, fax and forms).**
- 2. Follow agreed-upon, established reporting procedures. (Time reports are due and information is to be included.)**
- 3. Review the Sheltering task “Complete and submit required activity and resource-tracking for Material Support Services and reports.”**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations course and workbook (ARC3068-11A)

Community Services task “Complete and submit required activity and resource-tracking for Material Support and reports”

Shelter Simulation (ARC3068-12)

DSHR Handbook

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

1. **Estimate the number of residents, employees, volunteers and transient visitors (emergency workers, etc.) as well as the duration of the shelter, based on available Disaster Assessment information.**
2. **Meet with the shelter team to identify and discuss any special housing or dietary needs of clients, employees and volunteers.**
3. **Review the items available to the shelter: supplies, equipment, incoming donations (pizza, fast food, groceries, etc.).**
4. **Acquire the following items if they are not currently available at the shelter:**
 - Shelter Supplies (refer to the *Shelter Operations Workbook* (ARC30698-11A), pages 44-45):
 - Cots,
 - Blankets,
 - Comfort kits,
 - Tables and chairs,
 - Shelter kit (refer to the *Shelter Operations Workbook* (ARC30698-11A), page 47),
 - *Shelter Information Poster Kit* (P906 or 906S [Spanish]),
 - Forms;
 - Shelter Canteen Supplies:
 - Tables;
 - Coolers;
 - Drink Cambros for coffee, hot water and cold beverages;
 - Coffee maker and condiments (sugar, sweetener, creamer, stirrers, cups);
 - Individually wrapped snacks (be sure to include snacks for special diets such as diabetic snacks and fruit);
 - Beverage supplies, such as concentrated drink mix for punch and lemonade, juice (individual bottles) and tea and instant hot chocolate. Water is especially important. Avoid offering soda.
5. **Establish a 72-hour forecast of anticipated needs within four hours of the shelter opening.**

6. **Complete the *Disaster Requisition* (F6409) and submit it to the shelter manager for approval and processing.**
 - Submit *Disaster Requisition* (F6409) to replenish canteen and feeding supplies every two to three days.
 - Request items, resources and personnel for the anticipated duration of shelter for short-term shelters, or for the next 48 hours for a long-term shelter.
7. **Maintain an inventory of supplies upon delivery by Material Support Services.**
8. **Note missing or incomplete stock delivery, as well as deliveries from earlier requisitions.**
9. **Review the records for an accurate inventory on hand and accurate records of items distributed or used to date.**
10. **Distribute supplies appropriately, noting discrepancies.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Disaster Requisition (F6409)

Inventory Record (F5692)

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

How to set up a Shelter

DSHR Handbook

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

1. **Work with the supervisor and those who deliver shelter supplies to ensure that they unload the supplies at an appropriate location.**
2. **Inventory all shelter supplies being delivered, and maintain all documents for possible return, repairs and replacements.**
3. **Unload supplies to an appropriate area of the shelter, using volunteers and, if necessary, clients.**
4. **Follow all precautions for loading and unloading food and fluid Cambros, as well as cases of fluids. Back injuries can be caused by lifting too much lifting or improper lifting techniques.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Connection 2005-004 Review of Health Status Record

DSHR Handbook competencies for sheltering

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Request communications and technology from the Response Technology Team using the *Disaster Requisition (F6409)*.**
 - Landline;
 - Cellular;
 - Radio frequency, if necessary;
 - Computer equipment;
 - Internet access.

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

n/a

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

1. Get a list of the required items from Health Services.
2. Determine what supplies are on hand.
3. Fill out the *Disaster Requisition* (F6409) with the needed supplies and equipment for Health Services.
4. Have a supervisor approve the *Disaster Requisition* (F6409) and submit it to Material Support Services.
5. Verify and inventory the supplies from Material Support Services when they arrive.

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Disaster Requisition (F6409)

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Consult with the Life Safety and Asset Protection activity, as necessary, to ensure the shelter's safety.**
- 2. Monitor entry access, dormitory and other shelter areas.**
- 3. Conduct a daily walk-through of the facility and do the following:**
 - Check the security of the doors and windows.
 - Check all fire escape doors are operational and exit routes are clear.
 - Look for all safety issues to include slip, trip and fall hazards that may change or develop every day due to a constantly changing environment.
 - Verify the registration area's security by checking in with registration workers to ensure the rules and procedures are followed. Take time to observe the area.
 - Accessibility of rooms, including restrooms.
- 4. Evaluate the facility's evacuation plans already in place, if available. Develop a plan for facility safety and security, taking the following steps:**
 - Discuss alternative shelter locations or plans with chapter or relief operation leadership, as appropriate.
 - Coordinate with Life Safety and Asset Protection, emergency management and the local authority having jurisdiction to evaluate and determine the facility's potential risks and develop and implement effective solutions.
 - Work with Life Safety and Asset Protection to establish a contingency shelter in place and evacuation plan, to include a fire evacuation plan. (See the Sheltering task "Establish contingency shelter and evacuation plan.")
 - Post and brief the evacuation plans for shelter residents and workers.
- 5. Brief shelter workers about the life safety and security measures that are in place along with all of the rules to be followed.**
- 6. Communicate the above measures and rules to clients. Emphasize that all workers communicate the same information to the clients.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Mass Care Sheltering task “Establish contingency shelter and evacuation plan”

Shelter Operations course and workbook (ARC 3068-11A)

Shelter Simulation

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

1. Evaluate evacuation plans already in place at the facility, if available.
2. Coordinate with emergency management to determine potential risks and solutions.
3. Contact Material Support Services, Safety and Security activity, to assist with evacuation plans.
4. Post evacuation plans for shelter residents, employees and volunteers.
5. Discuss alternative shelter locations or plans with the chapter and/or with Operations Management.

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Safety and Security activity tasks

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

1. Establish a location where material resources can be kept secure.
2. Keep materials secure, ensuring that they are monitored appropriately.
3. Consult with the Life Safety and Asset Protection activity for technical guidance.

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Life Safety and Asset Protection tasks

Objective

Provide congregate care for people displaced due to disaster.

Procedures

1. **Ensure that employees and volunteers sign in for shifts, using the *Staff Roster (F6513)* and either the *Staff Registration (F1492)* or the *Local Disaster Volunteer Staff Registration (F1492A)* for each worker.**
2. **Orient employees and volunteers to the facility's layout, restrictions, etc.**
3. **Brief employees and volunteers about the disaster relief operation's status, mission and goals, making sure to thoroughly cover client demographics information.**
4. **Initiate regularly-scheduled shelter meetings at which residents, employees, and volunteers can discuss shelter issues and disaster information.**
5. **Initiate regularly scheduled staff meetings.**
6. **Debrief outgoing staff during their shift changes and at the end of their service periods.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Staff Roster (F6513)

Staff Registration (F1492)

Local Disaster Volunteer Staff Registration (F1492A)

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

DSHR Handbook

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Gather information from the Community Services administrator or other worker in charge to assess the staffing needs for the disaster relief operation.**
 - On smaller, chapter-level operations, you will need to gather information from Disaster Assessment, emergency management and community partners to assess the staffing needs.
 - Take into consideration the shelter's projected duration and the size of the shelter.
- 2. Using shelter resource documents, determine daily staffing patterns and shifts.**
- 3. Prepare a daily schedule for each shelter activity that lists the tasks to be performed, times they are to be performed and number of staff needed for each task.**
- 4. Ensure that sufficient staff are present to register clients quickly and to monitor entrances.**
- 5. Use the *Staff Request* (F6512) to request additional and/or replacement employees and volunteers.**
- 6. Forward the *Staff Request* (F6512) to the supervisor for approval and processing through Staff Support Services.**
 - Because employees and volunteers typically arrive three to five days after a request is submitted, it is important to anticipate staffing needs in advance.
- 7. Update the shelter manager any time a position changes or requirements change.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Staff Request (F6512)

Shelter Operations Workbook (ARC3068-11A) pages 3-4

DSHR Handbook

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Assess the need for support from other activity/groups.**
 - Needs may be for feeding or materials (Community Services and Material Support Services); disaster communications equipment (Material Support Services); Health Services; and/or Mental Health Services (Individual Client Services).
- 2. Provide support in assisting other groups and activities to ensure quality service delivery.**
- 3. Include each group represented in the shelter in planning and service delivery meetings.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation Course (ARC3068-12)

DSHR Handbook

Objective

Provide congregate care for people displaced as a result of disaster.

Procedures

- 1. Estimate the number of meals needed for clients and staff.**
- 2. In your initial briefing, discuss the best options for feeding at the shelter. These may include the following:**
 - Fast food or restaurant-prepared meals (particularly during the first 24 hours);
 - Red Cross-managed kitchen, Southern Baptist Convention or other partner agencies;
 - School cafeteria;
 - Church or other organization.
- 3. Establish a beverage and snack canteen service as soon as possible.**
- 4. Determine when the first meal will be needed.**
- 5. Identify supply sources for food and water in coordination with Material Support Services, when available.**
- 6. Identify food storage, food preparation, serving, dining and garbage disposal areas within the shelter.**
- 7. Ensure that an inventory of food supplies is on hand at the facility before preparing any meals.**
- 8. Designate a specific, secured area for those items that are available for use.**
- 9. Identify procurement procedures, local resources and financial authority.**
- 10. Make sure the receiving area is close to a road and that there is enough room to maneuver delivery vehicles.**
- 11. Locate the storage area between the receiving area and the food preparation area. Make sure that the area can be secured.**
- 12. Identify available utilities. If no utilities are currently available, find out when supplemental power will be supplied or when utilities may be restored.**
- 13. Estimate staffing needs on the basis of whether food is to be prepared on site or delivered. Identify any facility personnel who will be working in the feeding function. You will probably be able to use the shelter residents for most food service tasks. A general ratio is one kitchen staff person per 100 meals prepared.**

14. Determine the initial menu plan. Review it with the shelter manager and, when possible, with shelter resident representatives to ensure sensitivity to culture and to the needs for feeding babies and young children.

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

DSHR Handbook

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

1. Designate one notebook as the shelter log and keep it in the office or in a designated supervisors area.
2. Document problems, commitments, solutions and other important information throughout the shelter operation. This will allow the different shifts to be aware of what happened on the previous shifts and used as a tool for the supervisor to write the closing narrative.
3. Document client and activity information, as appropriate.
4. Make sure that all employees and volunteers are aware of the log and can contribute to it.

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

DSHR Handbook

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

1. Use *Disaster Requisition (F6409)* to request Red Cross signs. Follow Material Support Services procurement procedures for goods and/or services.
2. Follow Communications and Marketing guidelines for posting signs and replenishing them when necessary.
3. Use caution when posting materials to ensure that walls and other surfaces where signs are posted are not damaged. Use appropriate tape, twine, staples or other materials to hang signs, but be cautious.
4. Obtain permission from private property owners to post signs on their property.
5. Using ID materials from the *Disaster Field ID Kit* (ARC 4213 or ARC 4213S [Spanish]) or the *Shelter Information Poster Kit* (P906 or 906S [Spanish]), post shelter directional signs from the main roads so that clients can locate the shelter.
6. Remember where signs have been posted and check and replace signs, as needed, especially after rain and heavy winds. Follow Communications and Marketing guidance for replacing signage.
7. Using ID materials, post signs outside of the building, indicating which entrance to use.
8. Using ID materials, post signs inside the building — at least one sign per wall.
9. Make additional signs to label and provide directions to registration, Health Services, Mental Health Services, canteen, meal schedule, restrooms and evacuation plans.
10. Post a bulletin board with signs for residents, including an introductory welcome message, as well as instructions and/or policies on all of the following:
 - Registration,
 - Smoking,
 - Personal belongings,
 - Pets,
 - Children,
 - Medical problems or injuries,
 - Alcohol and drugs,
 - Weapons,

- Volunteering to help,
- Telephones,
- Housekeeping,
- Quiet hours,
- News media,
- Special requirements,
- Problems and complaints.

Definitions

n/a

Policies

n/a

Regulations

Communications and Marketing guidelines for posting signs

Resources

Disaster Requisition (F6409)

Shelter Information Poster Kit (P906 or 906S (Spanish))

Identified and Ready to Help (ARC5062)

Disaster Field ID Kit (ARC4213 or 4213S (Spanish))

Shelter Operations (ARC3068-11)

Shelter Simulation (ARC3068-12)

Communications and Marketing guidelines for posting signs

Material Support Services; Procurement; Placing orders for goods and/or services; MSS PROC 03

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. For all canteen supplies, refer to the Community Services/Sheltering task “Estimate daily material requirements and request accordingly.”**
- 2. Set up snacks.**
 - Set up tables for snacks in the designated canteen area.
 - Arrange and inventory snack supplies in the storage area.
 - Set out the snacks.
 - Use individually wrapped products or have staff serve them to track numbers of snacks served.
 - Ensure that there are adequate amounts on the tables.
- 3. Set up beverages.**
 - Make coffee.
 - Set up cups and condiments (sugar, creamer, stirrers).
 - Fill coolers with beverages and ice.
 - Make punch or lemonade in Cambros.
- 4. Monitor use of canteen supplies to plan to restock. (Estimate needs two to three days ahead.)**
- 5. Count and record for reports the items that are dispensed.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Community Services Sheltering task “Estimate daily material requirements and request accordingly”

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Work with those responsible for the space to establish dedicated areas for recreation and childcare by posting signage.**
- 2. Assess available resources in the shelter for keeping clients entertained and occupied.**
 - Determine the available video, music and recreation items.
 - Establish a schedule for recreational activities.
- 3. Coordinate with partner agencies to establish childcare programs. Work through the chapter or Partner Services, as appropriate.**
- 4. Support partner agencies to establish regulations for clients' use of childcare services.**
- 5. Ensure that childcare workers are qualified partner volunteers or registered and screened (by membership in the Disaster Services Human Resources System or by the chapter) Red Cross volunteers.**
- 6. Use a notepad to keep a log of clients served — their names, ages, parents and days and times they have been served.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Statement of Understanding with Church of the Brethren

Statement of Understanding with Adventist Community Services

Statement of Understanding with the Southern Baptists

Statement of Understanding with the United Methodist Committee On Relief

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Objective

Provide congregate care for people displaced as the result of a disaster.

Procedures

1. **Determine the appropriate location for distributing blankets and other comfort items.**
2. **Collect or receive supplies at a designated location.**
3. **Notify the shelter manager, registration workers and others of the distribution site's location.**
4. **Establish a distribution point that allows for a flow of clients and organized distribution of goods. If time permits, items such as cots, blankets and hygiene kits may be placed in the shelter before clients' arrival.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Inform emergency management or incident command through the supervisor or emergency operations center liaison of the shelter's location, status, population and capabilities.**
- 2. Include partner agencies in regular employee and volunteer meetings/briefings in person or via a conference call.**
- 3. Coordinate with partner agencies to ensure that Red Cross regulations and procedures are understood and followed (for example, food preparation and serving guidelines).**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations course and workbook (ARC 3068-11A)

Shelter Simulation (ARC3068-12)

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Ensure that space is available for confidential interviews.**
- 2. Work with Health Services to ensure a sanitary and safe environment in the shelter.**
- 3. Monitor clients' moods and behavior to spot physical or mental health issues and refer them to Health Services or Mental Health Services.**
- 4. Help clients to understand the assistance process.**
- 5. Assist Health Services or Mental Health Services with required tasks, when needed.**
- 6. Seek Health Services or Mental Health Services technical guidance, when needed.**
- 7. Ensure that Health Services and Mental Health Services records and supplies are taken care of when closing the shelter.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations course and workbook (ARC3068-11A)

Health Services and Mental Health Services tasks

Shelter Simulation (ARC3068-12)

DSHR Handbook

Objective

Provide congregate care for people displaced as the result of a disaster.

Procedures

- 1. Use information from Disaster Assessment, incident command, emergency management and the chapter's Disaster Response Plan to evaluate the types and numbers of special populations such as the following:**
 - Elderly,
 - Children,
 - Ethnic and cultural groups,
 - People with disabilities or other health needs.
- 2. Meet with shelter management staff to discuss the needs presented. Discuss whether the Red Cross can meet these needs or whether other arrangements need to be made in coordination with Individual Client Services.**
- 3. Evaluate each client's ability to cohabitate with the general population, considering the following:**
 - Does the client require a separate space?
 - Are there appropriately trained staff to meet the client's needs?
 - Do you have adequate material and supplies?
- 4. Work with Health Services to ensure service delivery to clients beyond general population capabilities.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Chapter Disaster Response Plan

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Ensure that contact has been made with the Client Casework activity.**
- 2. Help clients understand the assistance process.**
- 3. Make internal referrals to Client Casework.**
- 4. Ensure that Client Casework's contact information is posted at the shelter.**
 - www.redcross.org;
 - 1 (866) GET-INFO (438-4636).
- 5. Ensure that space is available for confidential interviews.**
- 6. Provide secure storage space for confidential information.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations course and workbook (ARC3068-11A)

Client Casework tasks

Shelter Simulation (ARC3068-12)

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. As time allows, circulate through the shelter to speak with shelter residents.**
- 2. Ask clients questions as you interact with them, such as the following:**
 - “How are you doing today?”
 - “What can I help you with today?”
- 3. Refrain from promising services if you are not clear about what service provision is planned. Rather, ascertain what needs clients have and communicate them to the shelter manager, or to Health Services, Mental Health Services or Individual Client Services.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Individual Client Services tasks

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Identify possible signs of conflict or problems between clients or workers.**
- 2. Ensure that all involved parties want assistance.**
- 3. Follow the process for problem-solving.**
 - Identify the problem.
 - Explore possible causes.
 - Generate options.
 - Select possible solutions.
 - Develop follow-through plans.
- 4. Offer assistance only when individuals appear unable to resolve difficulties on their own, or upon request.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Mental Health Services task “Problem solving”

Objective

Provide congregate care for people displaced as a result of a disaster.

Procedures

- 1. Maintain a positive working relationship with co-workers and clients by projecting a positive attitude and maintaining a positive environment in the shelter.**
- 2. Provide a compassionate presence to clients. The shelter environment can be very stressful, especially because the disaster situation has caused trauma already.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Mental Health Services tasks

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)

Objective

Provide congregate care for people displaced as a result of disaster.

Procedures

- 1. Remove all Red Cross ID materials from the facility and surrounding area. Save those materials that appear to be reusable and throw away the rest.**
- 2. Forward shelter registration forms to the appropriate location as instructed by the shelter manager.**
- 3. Forward all volunteer staff lists to the local chapter or the Staff Support Services group for recognition and capacity-building.**
- 4. Forward all remaining Community Services files to the chapter or disaster relief operation headquarters, as appropriate.**
- 5. Ensure that the Feeding activity takes the following actions:**
 - Consult with the supervisor about the disposition of all Red Cross and USDA food supplies.
 - Inventory all remaining supplies.
 - Submit a request for restocking food and food service supplies that were taken from the facility, including USDA food, using *Disaster Requisition* (F6409).
 - Thoroughly clean and sanitize food service and food preparation areas.
 - Turn in all records and other documentation to the shelter manager.
 - Prepare and submit a narrative report of your activities, noting accomplishments, problems and how they were solved and recommendations for future operations. Submit them to the shelter manager.
- 6. Ensure that Material Support Services takes the following actions:**
 - Complete an inventory of all supplies owned by the facility that were used in the shelter, and forward it to the supervisor. Identify lost or damaged items. Refer to the completed *Shelter Facility Survey* (F6564) for a list of previously identified problems.
 - Return all rented or borrowed equipment to the owners. Send your supervisor signed receipts for such equipment.
 - Arrange to replace all lost and damaged items.
 - Return all Red Cross supplies and equipment to the chapter or storage facility. Submit to your supervisor a list of items that are returned.
 - Arrange for the cleaning of the facility and have it returned to its pre-occupancy condition, or as close as possible.
 - Arrange for the cleaning of the cots in coordination with shelter workers.

- Forward all pending financial commitments to the supervisor for payment.
 - Discontinue phone, electricity, water or garbage collection if the Red Cross arranged for these services.
 - Inspect the facility and complete the *Release of Facility* (F6556).
- 7. Complete the *Disaster Relief Operation Work Performance Review* (F5383) for each person supervised. Ensure that all workers who have worked five days receive an evaluation. Workers may request an evaluation after working for three days.**
 - 8. Out-process employees and volunteers, including a debriefing from Mental Health Services and making sure that transportation is provided.**
 - 9. Close the shelter only after all equipment is properly disposed of and the area is cleaned and returned to pre-occupancy condition.**

Definitions

n/a

Policies

n/a

Regulations

USDA regulation 7-CFR, Part 250

Resources

Shelter Facility Survey (F6564)

Release of Facility (F6556)

Facility Agreement (F6621)

Self Inspection Worksheet Off-Premises Liability Checklist (F6505)

Disaster Relief Operation Work Performance Review (F5383)

Disaster Requisition (F6409)

USDA Regulations

Shelter Operations course and workbook (ARC3068-11A)

Shelter Simulation (ARC3068-12)