



SHELTER FIELD GUIDE OPERATIONS TRAINING

Welcome to Shelter Field Guide Training

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Housekeeping

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- Emergency Exits
- Breaks
- Lunch
- Restrooms
- Smoking

Purpose of the Course

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Course is designed to train faith-based groups, non-profit organizations, government partners, and private industry in the use of the Shelter Field Guide which provides best practices for shelter operations.

Objectives

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After completing this course you will be able to:

- Use the Shelter Field Guide to open, operate and close a shelter
- Identify the 7 different roles involved in sheltering
- Prepare for shelter operations
- Explain the resources available to shelters

Course Overview

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- Module 1—Introductions
- Module 2—Opening a Shelter
- Module 3—Operating a Shelter
- Module 4—Closing a Shelter
- Module 5—Shelter Preparedness
- Module 6—Closing

Course Materials

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- Shelter Field Guide

Shelter Field Guide Structure

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- Introduction
- Before Opening A Shelter
- Opening A Shelter
- Ongoing Shelter Operations
- Transition for Closing
- Checklists
- Coaching Aids
- Tools and Resources

Shelter Field Guide

Icon	Position
	Shelter Manager
	Registration
	Dormitory
	Kitchen

Icon	Position
	Staffing
	Logistics
	Health and Mental Health

Introductions

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Please tell the class your:

- Name
- Reason for taking this course
- Previous experience in sheltering

Understanding Sheltering

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- Reasons shelters are opened
- Who opens shelters
- Who is responsible for sheltering
- Populations requiring sheltering
- Reason course was developed

Reasons Shelters are Opened

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Why are shelters opened?

Reasons Shelters are Opened

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- ❑ Hurricanes
- ❑ Wildfires
- ❑ Earthquakes
- ❑ Tornados
- ❑ Floods
- ❑ Multi-unit fires
- ❑ Winter storms
- ❑ Other catastrophic events

Shelter Providers

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- Who opens shelters?

Shelter Providers

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- American Red Cross
- Non-governmental Organizations
- Faith-Based Organizations
- Local Government/Emergency Management

Who is Responsible for Sheltering?

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- Government is responsible for protecting its citizens
- Local emergency management has ultimate responsibility for disaster sheltering

Populations Requiring Shelter

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Who is a typical shelter resident?

Shelter Resources

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FEMA's Mission

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from and mitigate all hazards.

American Red Cross Mission

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The American Red Cross, a humanitarian organization led by volunteers and guided by its *Congressional Charter* and the Fundamental Principles of the International Red Cross Movement, will provide relief to victims of disaster and help people prevent, prepare for, and respond to emergencies.

The National Response Framework

The National Response Framework presents the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies - from the smallest incident to the largest catastrophe. The Framework establishes a comprehensive, national, all-hazards approach to domestic incident response.

Emergency Support Functions

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Emergency Support Functions

ESF-1	Transportation	ESF-9	Search & Rescue
ESF-2	Communication	ESF-10	Oil and Hazardous Materials Response
ESF-3	Public Works & Engineering	ESF-11	Agriculture & Natural Resources
ESF-4	Firefighting	ESF-12	Energy
ESF-5	Emergency Management	ESF-13	Public Safety & Security
ESF-6	Mass Care, Emergency Assistance, Housing & Human Services	ESF-14	Long Term Community Recovery
ESF-7	Logistics Management & Resource Support	ESF-15	External Affairs
ESF-8	Public Health & Medical Services		

ESF-6

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- Mass Care, Emergency Assistance, Housing and Human Services
- FEMA is designated as Lead Agency for ESF-6
- American Red Cross is designated as co-lead for the Mass Care aspects of ESF-6

Sheltering Services FEMA Provides

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- Commodities support
- National Shelter System
- Training
 - Access via www.training.fema.gov

Sheltering Services Red Cross Provides

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- Training
- Commodities support
- Red Cross National Shelter System
- Shelter management and staffing

Roles in Sheltering

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- Shelter Management
- Registration
- Dormitory Management
- Feeding
- Logistics
- Staffing
- Health and Mental Health Services

Roles in Sheltering

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- Shelter Management
 - ▣ Oversees all shelter operations
 - ▣ Interfaces with managing organization
 - ▣ Reports shelter statistics
 - ▣ Approves expenditures



Roles in Sheltering

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□ Registration

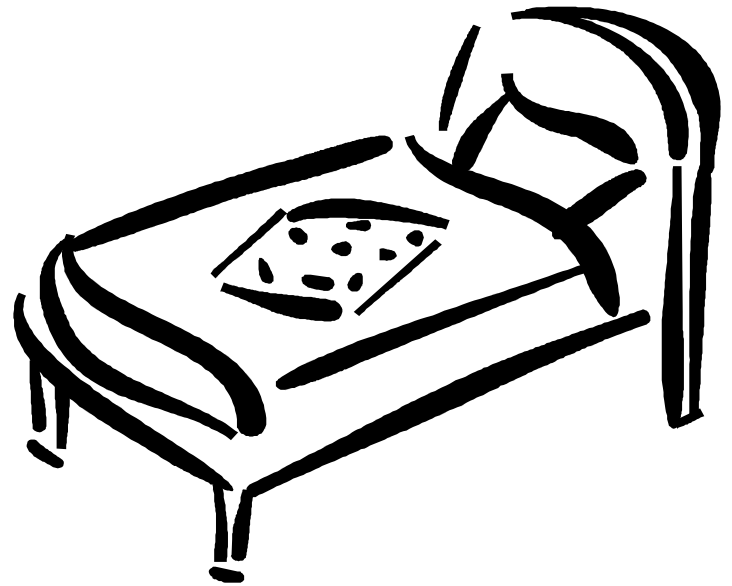
- Sets up and maintains registration area
- Schedules staff for registration
- Maintains records
- Refers residents to Health and Mental Health services as needed
- Maintains awareness of shelter population at all times



Roles in Sheltering

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- **Dormitory Management**
 - Sets up and maintains dormitory area
 - Schedules dormitory staff
 - Refers residents to Health and Mental Health services as needed
 - Maintains inventory of blankets, cots, hygiene kits and comfort kits
 - Works with residents to develop and enforce dormitory rules

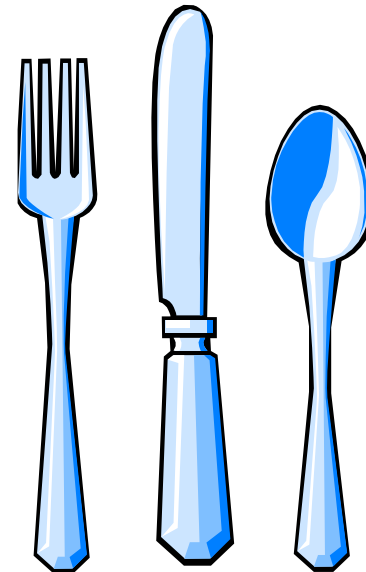


Roles in Sheltering

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□ Feeding

- Sets up and maintains kitchen according to local food safety regulations
- Schedules kitchen and meal service staff
- Works with residents to understand dietary needs and ensures food preferences can be met
- Prepares menus
- Oversees meal preparation and meal service
- Ensures adequate food inventory is available



Roles in Sheltering

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□ Staffing

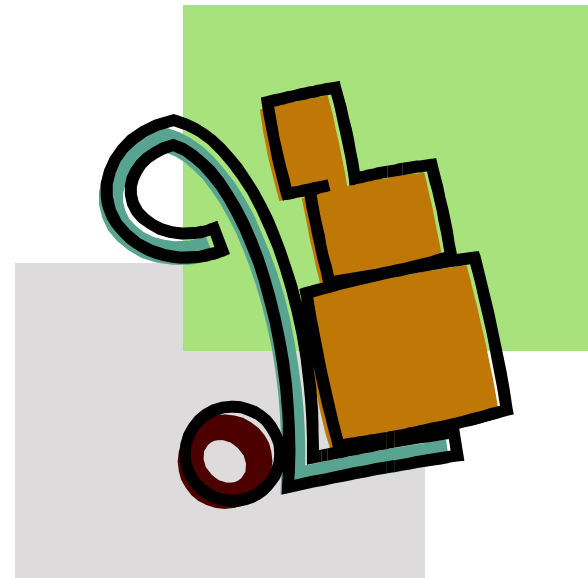
- ▣ Obtains staff
- ▣ Maintains staff records
- ▣ Resolves human resource issues



Roles in Sheltering

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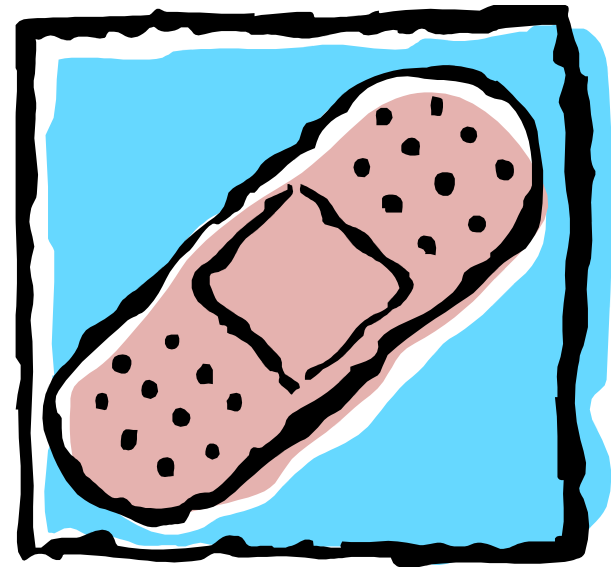
- Logistics
 - ▣ Procures facility
 - ▣ Procures needed supplies
 - ▣ Maintains records
 - ▣ Security
 - ▣ Facility maintenance



Roles in Sheltering

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- Health and Mental Health Services
 - Provides health screenings to residents
 - Arranges for health and mental health care as needed
 - Arranges for prescriptions, durable medical equipment and health assistants as needed
 - Provides nursing services commensurate with the scope of practice of available staff
 - Ensures shelter operation meets health codes



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Opening A Shelter

Module 2

Instructions

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- Work with your table team to answer inject questions
- Use the Shelter Field Guide to research the role(s) assigned to your table
- Record your answers on your newsprint
- Be prepared to report findings to the class

Hints

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- Use these sections of the Shelter Field Guide for this portion of the activity:
 - ▣ Before Opening a Shelter
 - ▣ Opening a Shelter

Inject #1

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- How would you decide whether or not to open a shelter?
- Who might you contact in making a determination to open a shelter?
- How many people might seek shelter from Old Town?
- How many people will the shelter accommodate in terms of space, shower and toilet facilities?

Hints

38

- Use these sections of the Shelter Field Guide for this portion of the activity.
 - ▣ Before Opening a Shelter
 - ▣ Opening a Shelter
 - ▣ Checklists
 - ▣ Coaching Aids

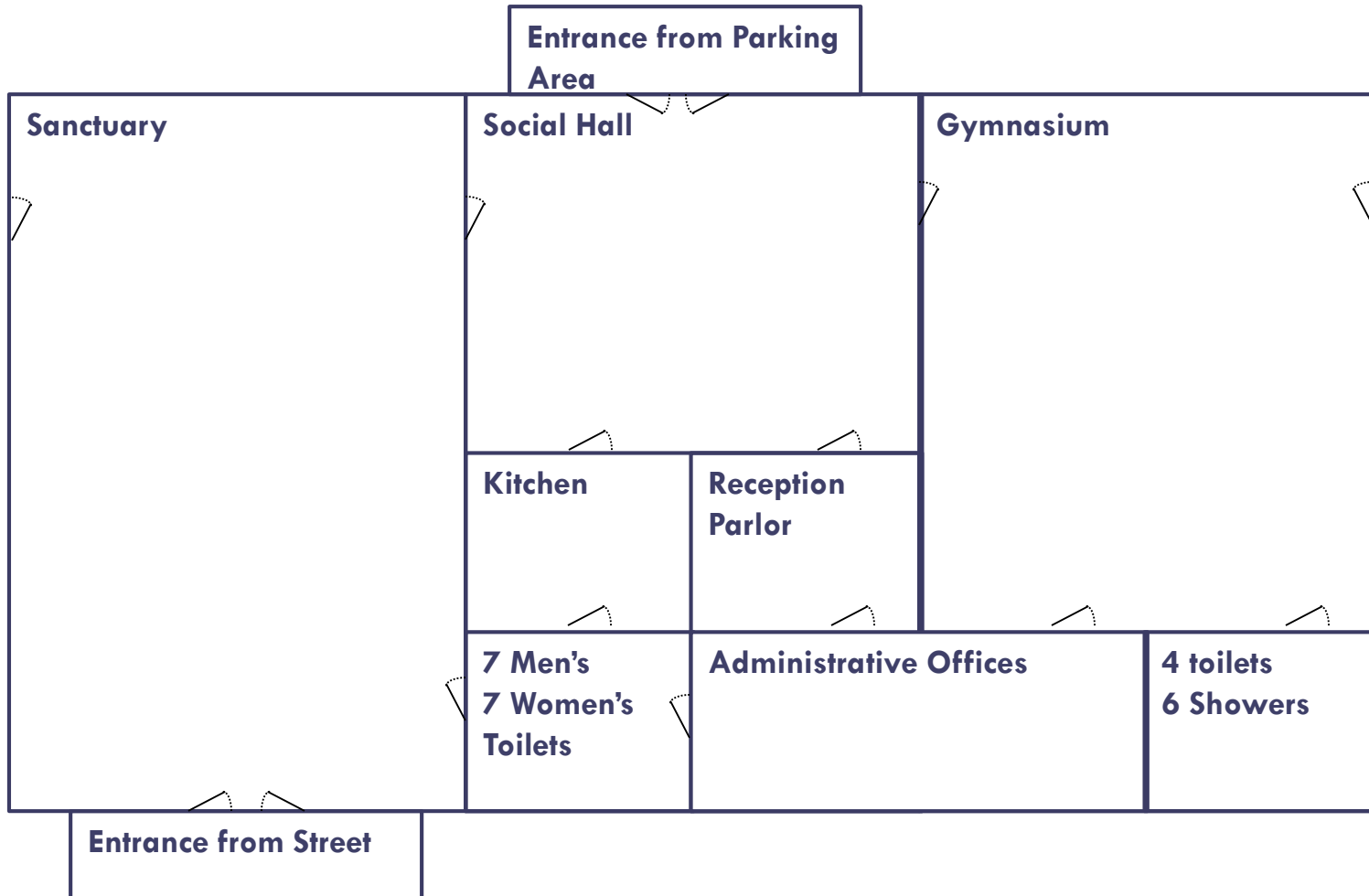
Inject #2

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- How should the shelter be set up? Where would you register residents, serve meals and set up a dormitory?
- What should occur at registration? How would you ensure it is accessible?
- How should unaccompanied minors be handled?
- How should registered sex offenders be handled?
- How should the dormitory be set up?
- What should be done for food, water, snacks, etc.?
- What should be done about possible donations of food and clothing as a result of the Pastor's message?
- How many workers might be needed to run the shelter?
- How could workers be trained?
- What might you need from local emergency management?

First Church of Metropolis

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Inject #3

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- How many shifts should the shelter have?
- How many shelter workers should the shelter have for each shift?
- What can the shelter do to accommodate non-English speakers?
- What can the shelter do to quell rumors?
- What should the shelter do about service animals or household pets?
- How should individuals with functional needs be accommodated?

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Ongoing Shelter Operations

Module 3

Hints

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- For this portion of the activity use the following sections of the Shelter Field Guide:
 - ▣ Before Opening a Shelter
 - ▣ Ongoing Shelter Operations
 - ▣ Checklists
 - ▣ Resources

Inject #4

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- How would you address these concerns?
 - ▣ Missing family members
 - ▣ Inability to return to Old Town/status of repairs
 - ▣ Rumors of looting
 - ▣ Child care
 - ▣ Cleanliness of the facility
 - ▣ Smoking and drinking in the facility
 - ▣ Dietary preferences
 - ▣ Inability to sleep in the dormitory
- Write a sample agenda for the resident meeting.

Hints

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- For this portion of the activity use the following sections of the Shelter Field Guide
 - ▣ Before Opening a Shelter
 - ▣ Opening a Shelter
 - ▣ Transition to Closing a Shelter
 - ▣ Checklists
 - ▣ Resources

Inject #5

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- From the information provided in the staff report determine:
 - ▣ What issues need to be resolved.
 - ▣ Who should be assigned to handle each issue.
 - ▣ How the issue can be resolved.

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Closing a Shelter

Module 4

Hints

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- Use the following sections of the Shelter Field Guide to assist with this activity:
 - ▣ Before Opening a Shelter
 - ▣ Closing a Shelter
 - ▣ Checklists
 - ▣ Resources

Inject #6

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- What triggers would indicate it may be time to close a shelter?
- What must be considered before a shelter is closed?
- What tasks should be completed prior to closing?
- Develop a list of closing tasks for each position.

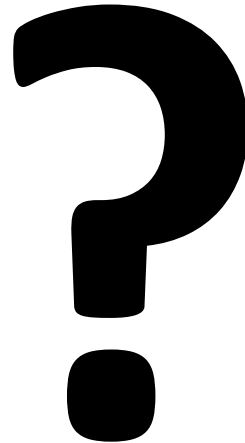
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Question

Should the shelter be consolidated with another shelter?

Questions

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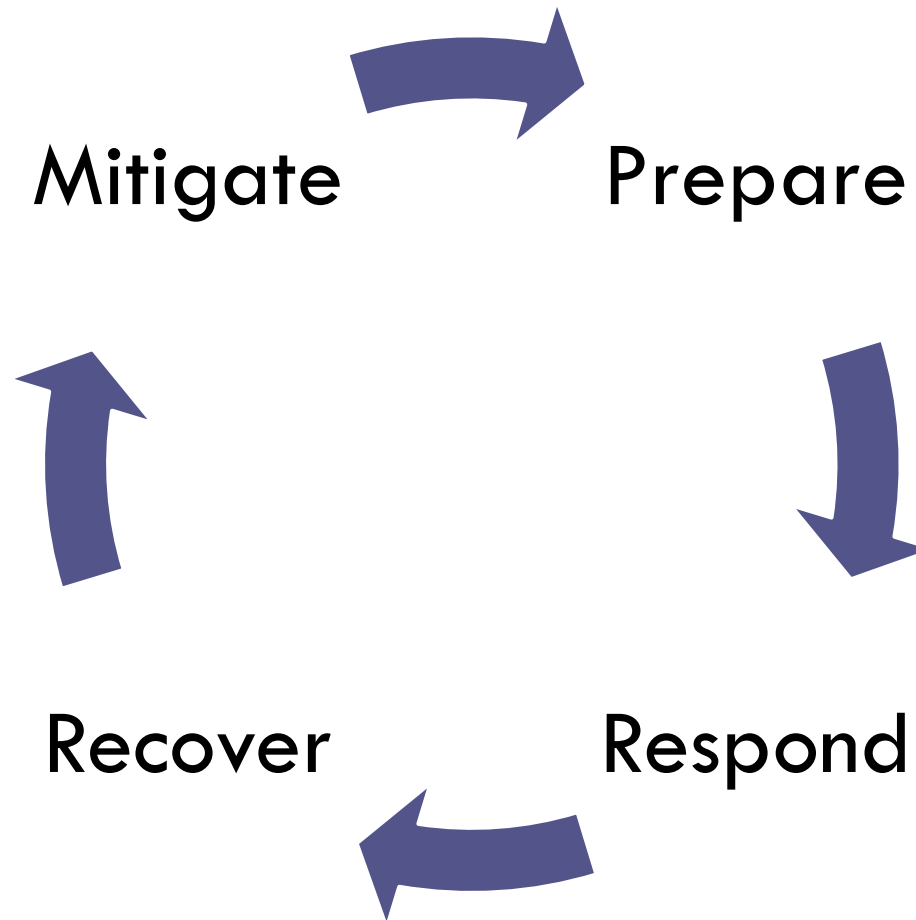
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Preparing to Open a Shelter

Module 5

The Disaster Cycle

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Preparedness Activity

- Think about the exercise you just completed.
 - ▣ What could have been in place before the disaster to make shelter operations run more smoothly?
- Work individually or with other members of your sponsoring agency to:
 - ▣ Identify preparedness steps that could be taken for each of the 7 roles in sheltering.
 - ▣ Identify resources your sponsoring agency has.
 - ▣ Identify resources your sponsoring agency would need to obtain.

Preparedness Activity Debrief

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Other Preparedness Considerations

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- Local Emergency Management
- American Red Cross
- Voluntary Organizations Active in Disaster
- Other Partners

Local Emergency Management

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- Has the ultimate responsibility for protecting the citizenry in disaster
- Has access to a variety of government resources
- Is responsible for elevating resource requests to State government

American Red Cross

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- Chartered by Congress to provide sheltering during disasters
- Largest disaster sheltering organization in the country
- Variety of resources available for supporting shelter operations including:
 - ▣ Training
 - ▣ Commodities
 - ▣ Distribution
 - ▣ Staff

VOAD and COAD

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- Voluntary or Community Organizations Active in Disaster
 - ▣ Offer a variety of state and local resources
 - ▣ Often involved in long term disaster recovery
- Organizations include:
 - ▣ American Red Cross
 - ▣ Salvation Army
 - ▣ United Way
 - ▣ Mennonite Disaster Services
 - ▣ Church of the Brethren

Other Partners

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- Identify shelter needs
- Determine resources
- Develop relationships pre-disaster to meet needs if disaster strikes

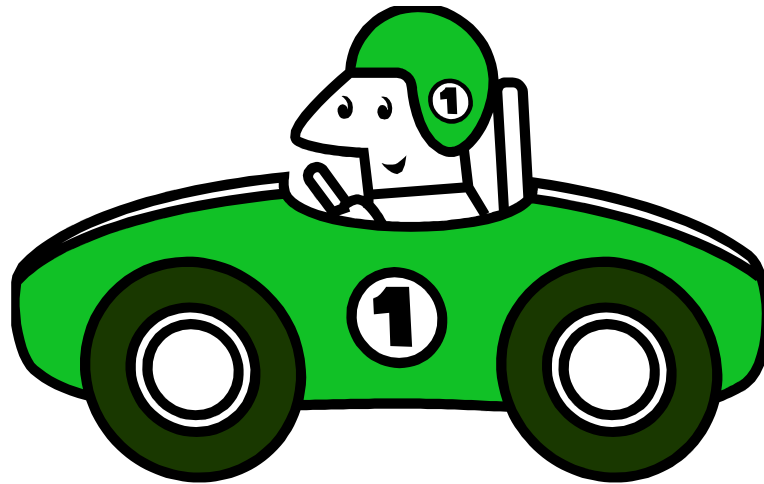
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Closing

Module 7

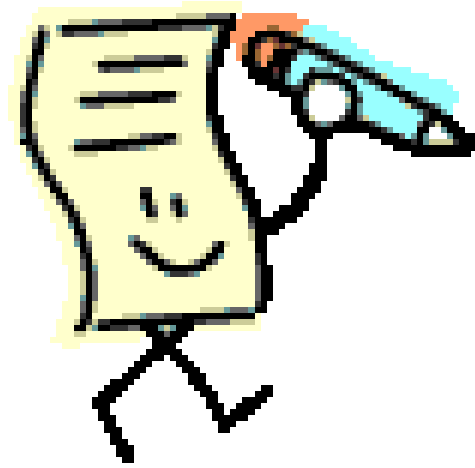
Parking Lot

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Course Evaluation

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Objectives

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After completing this course you will be able to:

- Identify best practices for opening, operating and closing a shelter
- Identify the 7 different roles involved in sheltering
- Prepare for shelter operations
- Explain the resources available to shelters
- Describe the regulations governing shelter operations and the actions needed to ensure compliance