

American Red Cross Shelter Fundamentals

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Disaster Services

- Immediate Emergency Needs
 - Shelter
 - Food
 - Fixed
 - Mobile
 - Clothing
 - Bulk
 - Individual Assistance
 - Bulk Distribution
 - Individual Home Clean-up Materials
 - Food
 - Disaster Health/Mental Health



Other Red Cross Services

- Home Fire Campaign
 - Installing smoke alarms in communities
 - Educating families about home fire safety
 - Working with partners for volunteers
- Pillowcase Project
 - Disaster education for grades 3-5
 - Students receive materials to make their own emergency kit
- Community Disaster Training
 - Sheltering, personal preparedness, community preparedness
 - Assistance with transportation and lodging requested

Ask about each of these for your community!

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.

“Is this a shelter where I would want my own family to stay?”



Sheltering Cycle



Shelter Management

- Red Cross Shelters
 - Managed, supplied, staffed by Red Cross
- Partner Shelter
 - Managed in partnership between Red Cross and Partner
 - Supplies and staff shared between Red Cross and Partner
- Red Cross Supported Shelter
 - Managed, supplied, staffed by Partner
 - Red Cross management materials and systems used, limited supplies and staff
- Independent Shelters
 - No Red Cross support requested
 - Will still be asked by us for nightly headcounts for national reporting

Main Types of Shelters

- Evacuation Shelter
 - Filling a building for safety during foreseen disaster
 - None/limited food, cots, etc.
- Post-Impact Shelter
 - Food, cots, client services, health and mental health services
 - Days to weeks as needed
- Staff Shelters
 - For Red Cross and partner sheltering
 - Often joined with main DRO offices

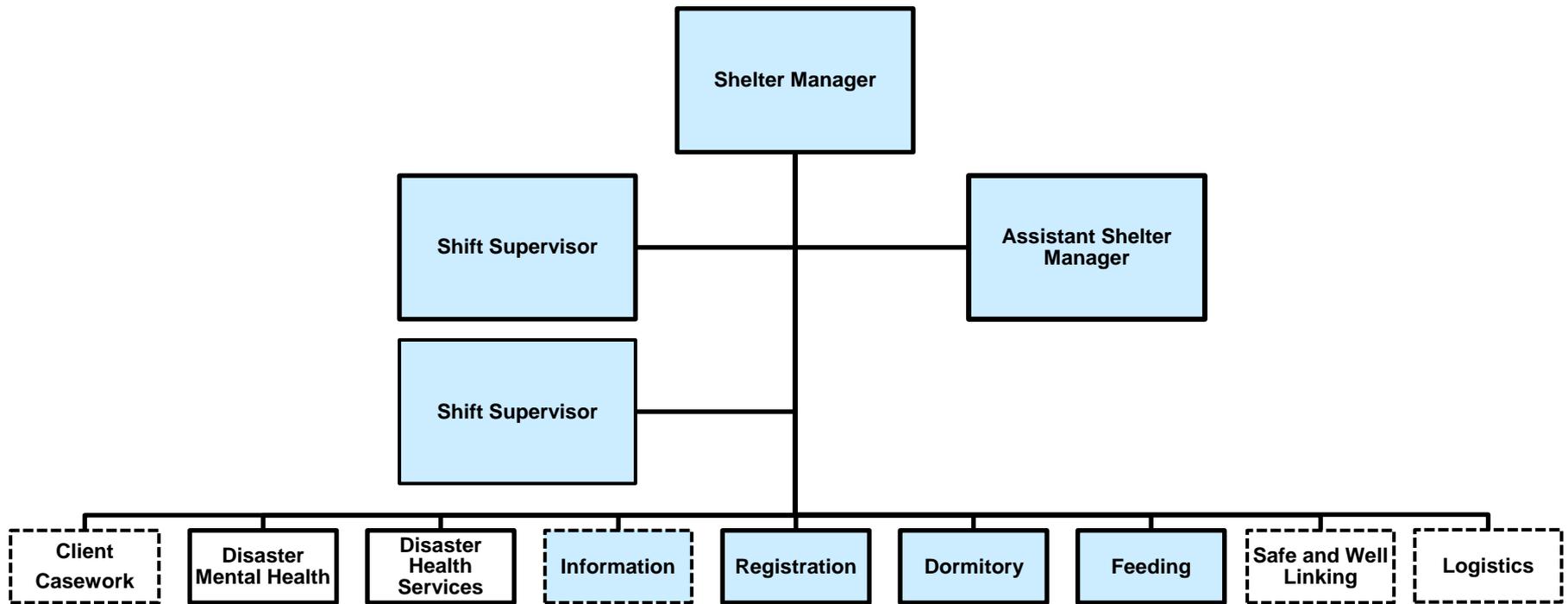
Other Types of Shelters

- Warming/Information Shelter
 - No overnight stays
- Medical Shelter
 - Clients with continuous medical needs
- Families of First Responders Shelter
 - To help first responders have peace of mind as they work
- Unaccompanied Minors Shelter
 - Shelter for children until parents are located



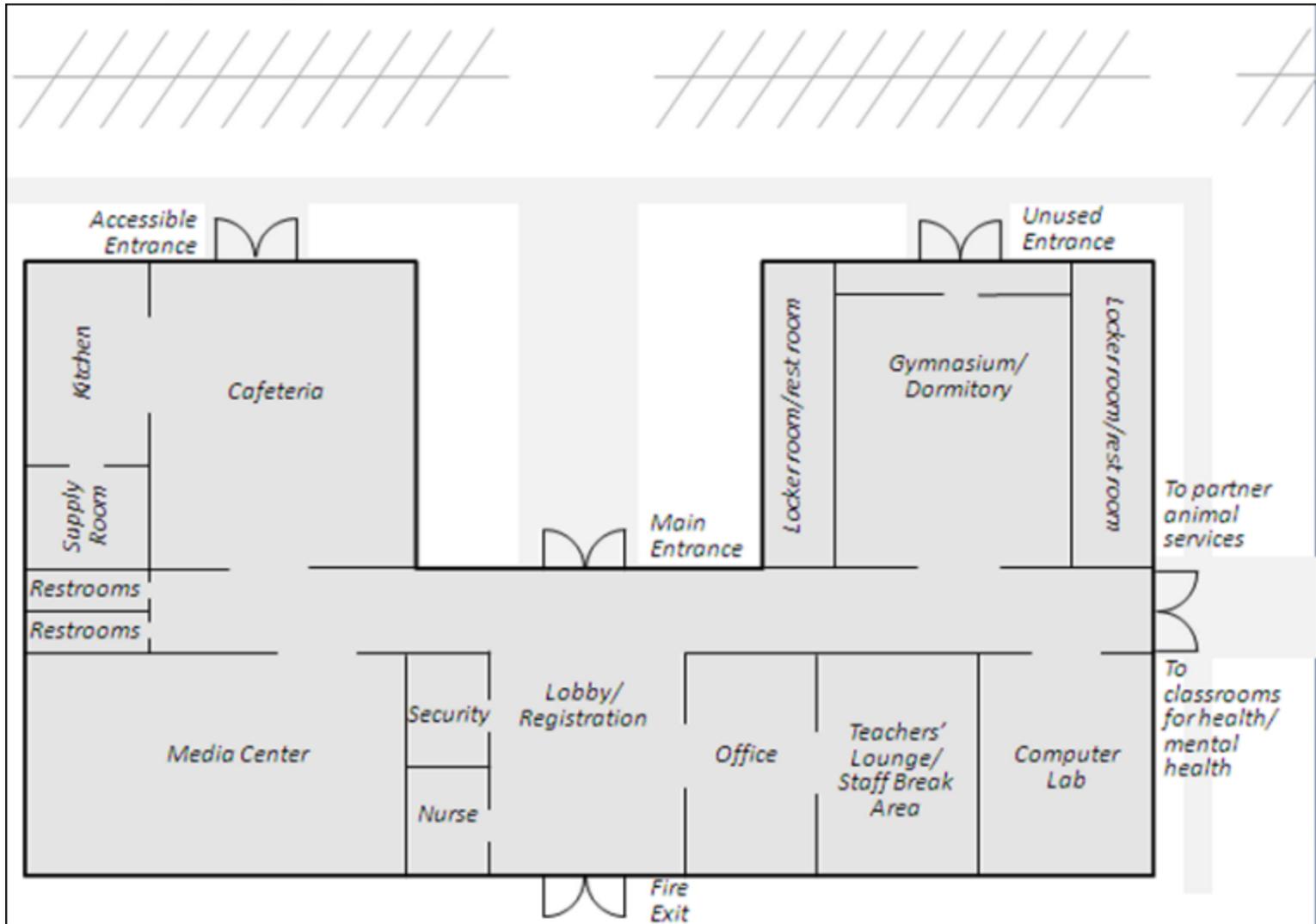
Shelter Staff

Organization Chart



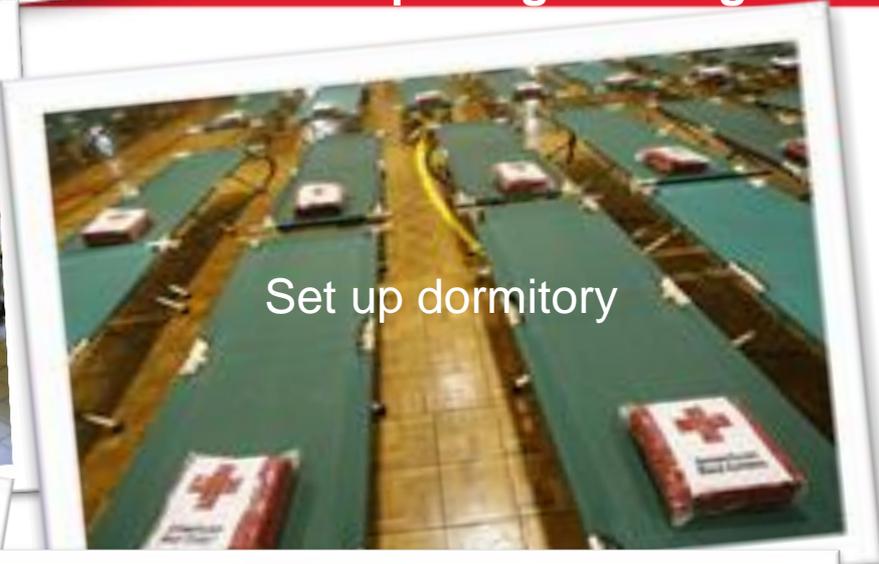
For every job, always:

- Look for pre-existing damage
- Ask about available equipment
- Take inventory of all facility products
- Consider accessibility

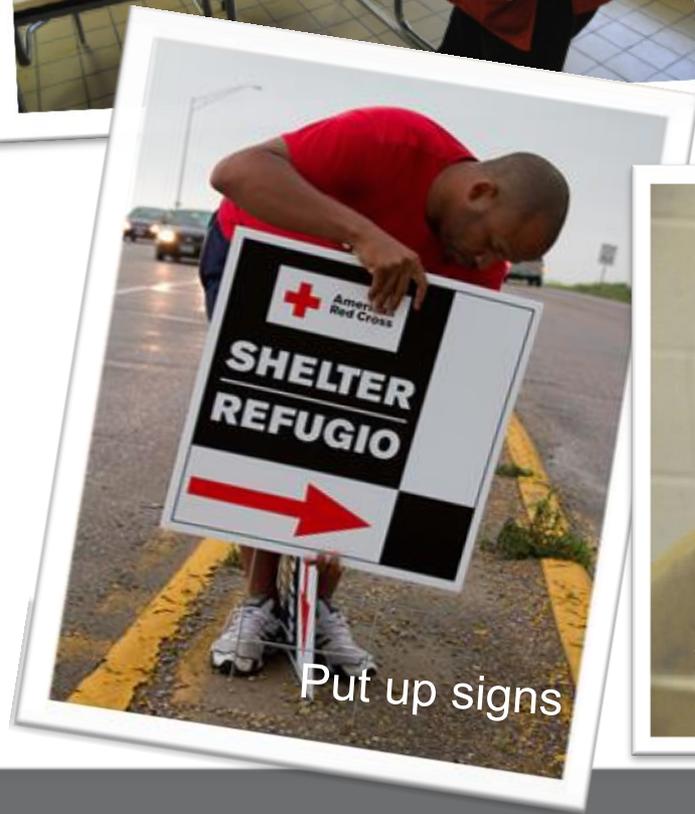




Provide Information



Set up dormitory



Put up signs



Set up feeding



**Snack and
Beverage Canteen**

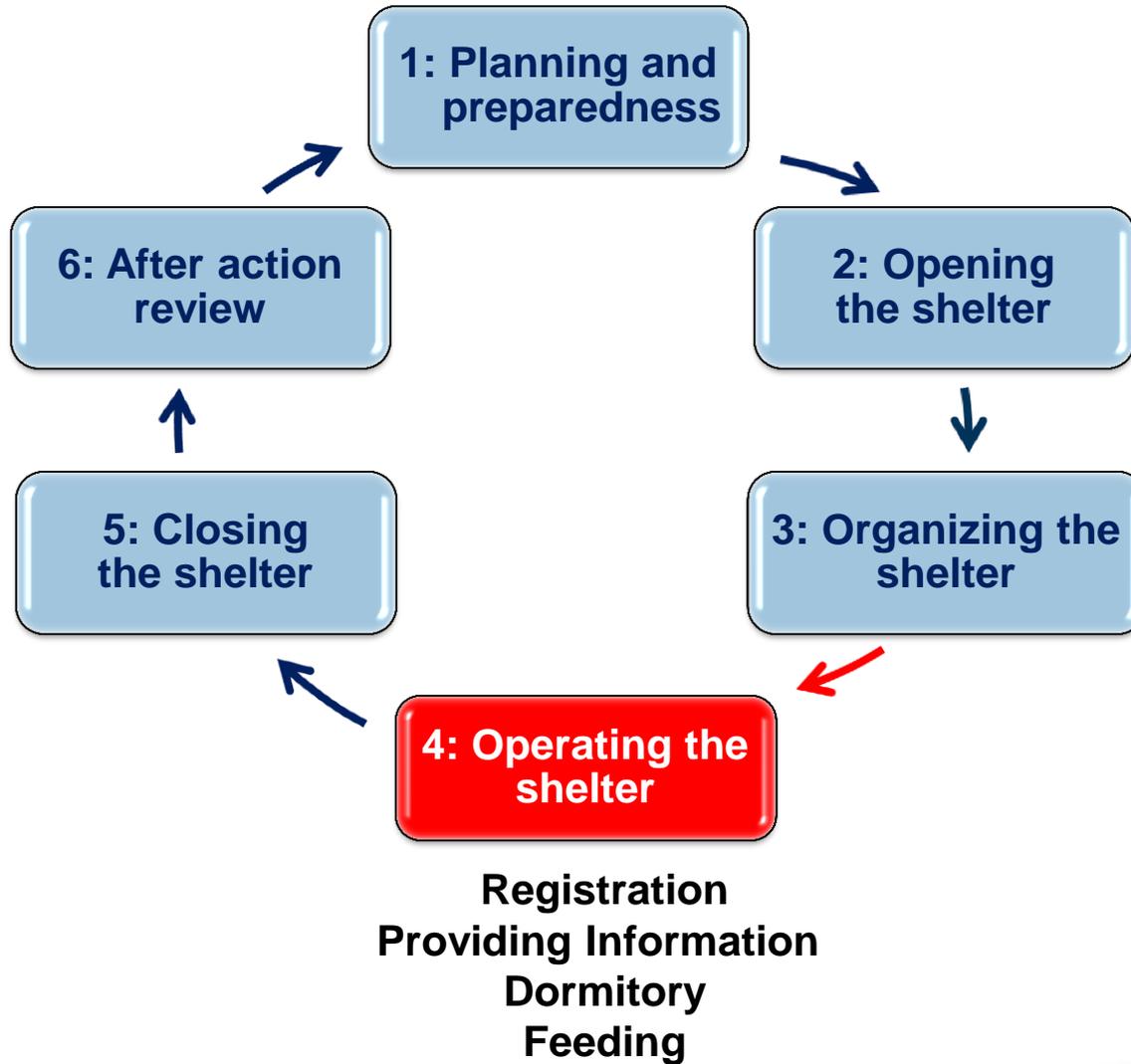


Dining Area



Serving Area





Shelter Log

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

Date & Time	Name	Log Entry (Use additional lines as needed)	Follow-Up Action
10/26/11 2:00 PM	Aramis Skinner, Shelter Mgr.	Client X attempted to bring "collectible" pistol into shelter. Registrar informed client pistol could not be brought into shelter despite its value. Client put pistol in trunk of car. Need to ensure it's not brought in shelter	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Completed
10/27/11 6:00 PM	Joe Washington, dormitory	Fight broke out between two residents after dinner tonight. Law enforcement called in and EMS, due to injuries. The two are no longer in shelter, but their family and friends remain	<input type="checkbox"/> Required <input checked="" type="checkbox"/> Completed
10/28/11 12:30 PM	Alice White, Feeding lead	Lunch was 2 hrs. late. I reached out to FF/... tomorrow. We started by serving cold sandwiches	
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 resource	

Shelter Shift Inspection

Shelter Name/Location _____ Date _____ Time _____

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...



Tips for working in registration:

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

Shelter Resident Information

 American Red Cross

Welcome

Everyone is welcome at a Red Cross shelter. The Red Cross makes no discrimination as to nationality, race, religious beliefs, class, disability, political opinions, sexual orientation, and gender identity. We hope your stay here will be as pleasant as possible under the circumstances. Please take a few minutes to read this sheet as it contains important information that you will need about staying in this shelter. As information is made available to us, we will update you accordingly. Please do not hesitate to contact any of the shelter staff should you have any questions or concerns.

Registration

Please sign in at registration if you have not already done so. Registration is required so we have the records necessary to help you. All registration information is kept confidential. Please notify staff of your departure as you come and go from the facility. Also, please leave a forwarding address when relocating out of the shelter. This will allow our Client Services and Disaster Safe & Well Linking personnel to assist you.

Sign in/out

You are required to sign in and out of the shelter each time you enter or exit.

Safe and Well registration

Let your family and friends know you are Safe and Well by registering at the shelter registration desk or on www.redcross.org/safeandwell.

Be respectful

Be respectful to fellow residents and staff. No foul language, abusive behavior, stealing or destruction of property will be accepted or tolerated.

Personal belongings

We cannot assume responsibility for your personal belongings. If you cannot keep them with you, we recommend you lock them in your car, out of sight, or if that is not possible, keep valuable items with you.

Pets

We understand that your pets are very important to you. Unfortunately, public health codes forbid pets in our shelter. It is your responsibility to make arrangements for your pet before entering the shelter. **Service animals are the only exception to this.** Should you need some suggestions on where to take your pet, please see the shelter registration staff.

Children

Parents must maintain responsibility and supervision for their children. Children must never be left unattended. In some cases, temporary respite care may be available but this service cannot be guaranteed.

Medical problems and injuries

Notify the shelter registration staff if you or a family member is/are taking medication or have a medical condition with which you need assistance, or if you are not feeling well. You will be referred to Health Services to assist you.

Functional or access Needs

If you have any functional and/or access needs, special equipment, supplies replaced, or special requirements, such as a special diet (e.g., diabetic, low sodium), please tell the shelter staff upon arrival at the shelter.

Possible Situations in Shelters

1. Visitor walks in and asks, “I’m working on a project with Joey M. I want to take him to the library. He’s here, right?”
2. 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.
3. Police bring in a youth who was found alone on the streets

Possible Situations in Shelters

4. A state senator arrives and walks toward the dormitory.
5. A reporter with her crew signs in and starts to walk towards the dormitory.
6. A family comes in with no English speaking members



Providing
Information



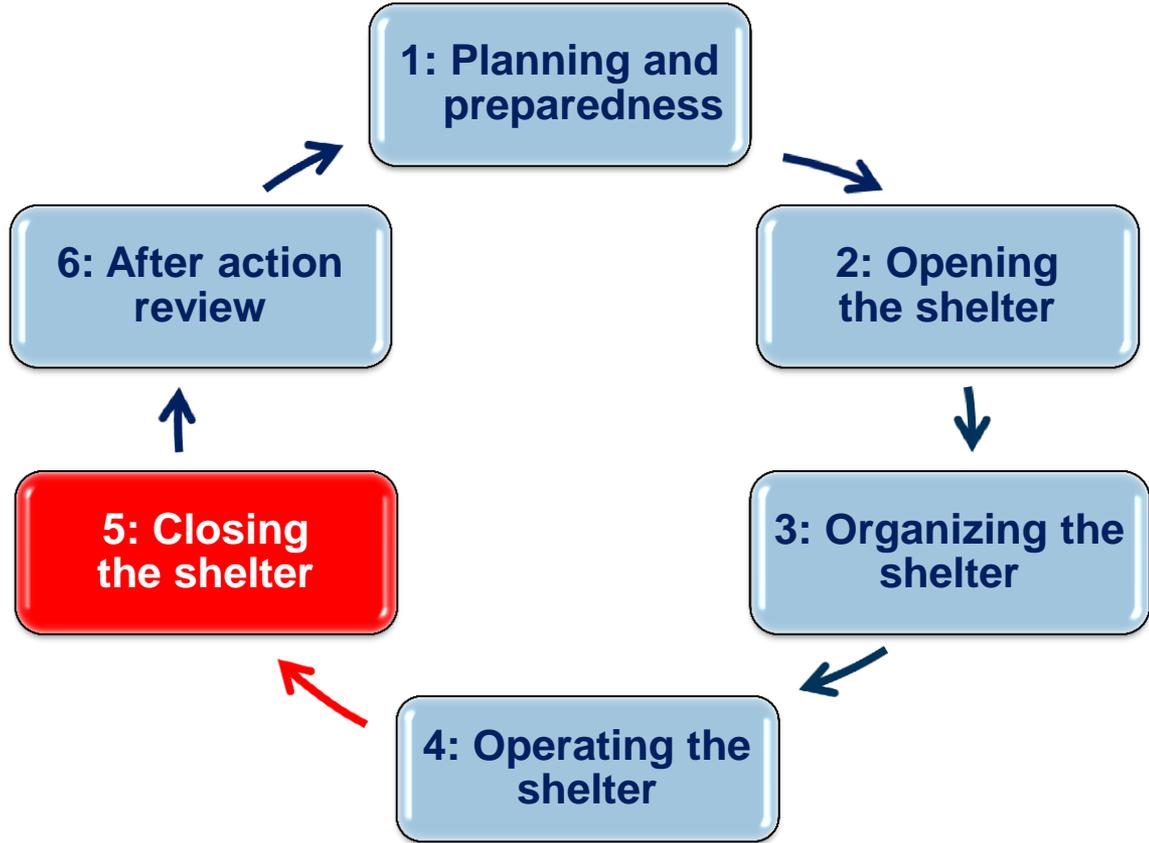
Feeding



Dormitory

- 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







- 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



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			<input type="checkbox"/> Required <input type="checkbox"/> Completed



Pre-Disaster Planning

- Know shelter locations before the disaster
- Community buildings, schools, churches, stadiums
- Survey them, make signed agreements, and store supplies there or nearby
- Work with Red Cross for survey forms, training, and input into the National Shelter System
- Knowing a shelter location and its needed supplies **BEFORE** traveling to communities

Connect with your nearest Red Cross office and be prepared!

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