



Shelter Fundamentals

Washington County Emergency
Management

| July 13, 2024



Housekeeping

- In case of emergency
- Breaks
- Restrooms
- Lunch
- Bike Rack



→ Introductions

- Name, pronouns
- Organization/Affiliation, if any
- Previous experience in sheltering

→ Sources

- Curriculum based on
 - K419 Shelter Field Guide Training (FEMA, American Red Cross)
 - Shelter Fundamentals (American Red Cross)
 - IS 406 (FEMA)



**American
Red Cross**



FEMA

→ Objectives

- After completing this course you will have basic awareness and familiarity with:
 - Basic sheltering roles, functions, and processes
 - Local shelter management models and their differences
 - Go-to resources and tools
 - Washington County Disaster Shelter volunteer expectations



Agenda

- Overview of Disaster Sheltering in Washington County
- Sheltering Fundamentals
- Opening, Operating and Closing a Shelter

Disaster Shelter Overview

→ Mass Care Response

- Many-pronged approach depending on incident, objectives
- Mass Care Facilities
 - Points of Distribution
 - (Evacuation) Reception Sites
 - Resource Centers
 - Disaster Shelters
- Shelter Types
 - By Setup
 - Congregate
 - Non-Congregate
 - Medical/Designated Care
 - By Management
 - Partner (Red Cross, City)
 - County (Housing, EM)
 - NGO, faith-based
 - Independent
 - Spontaneous

→ Mass Care Services

Disaster Shelter

- Registration
- Dormitory
- Overnight Parking
- Pet Boarding

Resource Center

- Meals
- Restrooms
- First Aid
- Support Services

Reception Site

- Reception
- Bulk Supplies
- Public information



Who We Serve

People Experiencing Homelessness

- Shelter open year-round or in response to severe/inclement weather
- “No Turn Away”
- Managed by Housing Services
- Supported by contracted service providers
 - Project Homeless Connect
 - Just Compassion
 - Open Door, etc

Overlap

- People that were unhoused pre-disaster requesting services at a disaster shelter (and vice versa)
- “Disaster” impacting an inclement weather shelter
- EM as backstop when normal resources are overwhelmed

People Impacted by a Disaster

- Disaster shelter opened in response to a man-made or natural disaster
- “All are welcome”
- Managed by Emergency Mgmt
- Supported by disaster response agencies
 - American Red Cross
 - FEMA, HUD
 - National and State COADs

Sheltering Fundamentals





Course Materials



**American
Red Cross**

- Shelter Field Guide
- Operating a Shelter Checklist



RDPO

Regional Disaster Preparedness Organization

- Disaster Resource Center Field Guide

→ Why Red Cross?

- Chartered by Congress to provide sheltering during disasters
- Largest disaster sheltering organization in the country
- Provision of shelter, food and water for people impacted by a disaster
 - Also, health and mental health services, spiritual care, resident transition
- May manage or support
 - Training
 - Commodities
 - Distribution Services
 - Staff

→ Field Guide Structures



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



- Values, Guiding Principles
- Staff Expectations
- DRC Structure
- Roles

→ Roles in Sheltering



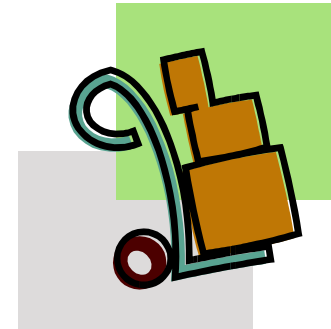
Shelter Management



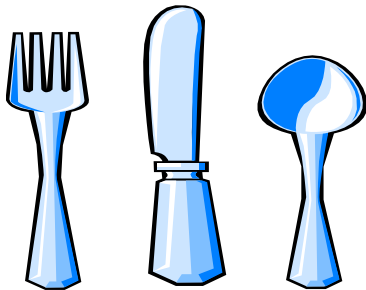
(Staffing)



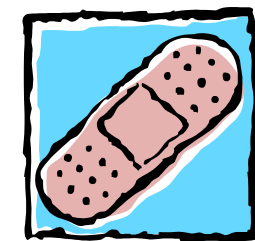
Registration



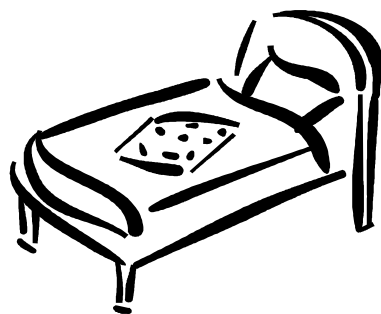
(Logistics)



Feeding

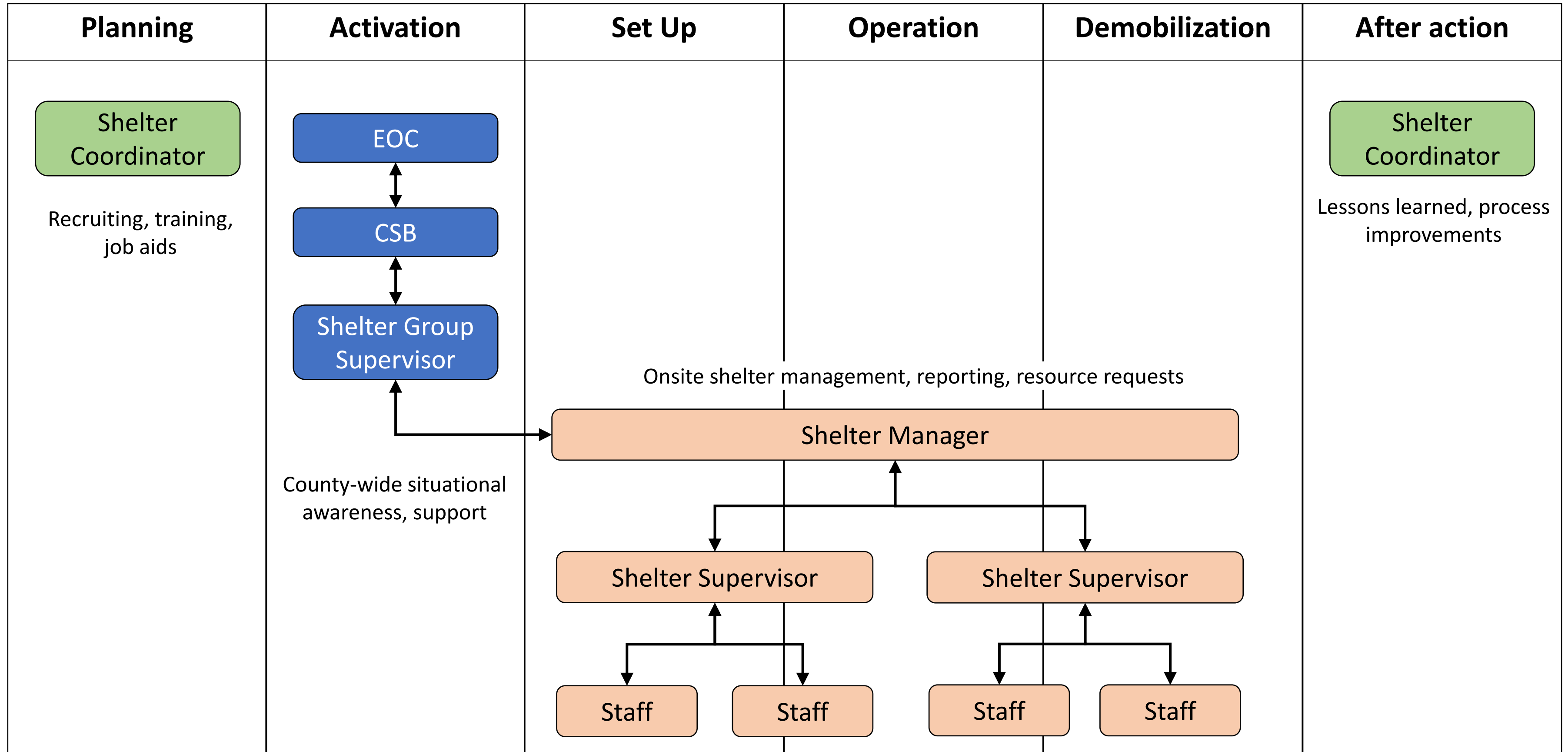


(Health Services)



Dormitory

→ Shelter Lifecycle





Lobby	Dormitory	Dining	Recreation
<ul style="list-style-type: none">• Reception• Registration• Information	<ul style="list-style-type: none">• Sleeping/Living area for residential clients	<ul style="list-style-type: none">• Meals• Snacks	<ul style="list-style-type: none">• Television• Books• Games
Services	Government Services	Storage	Toilets and Showers
<ul style="list-style-type: none">• Health Services• Mental Health• Spiritual Care• Casework	<ul style="list-style-type: none">• FEMA• Housing• Veterans• Social Services	<ul style="list-style-type: none">• Supplies• Client belongings	<ul style="list-style-type: none">• Inside• Additional portable units outside

Opening a Shelter

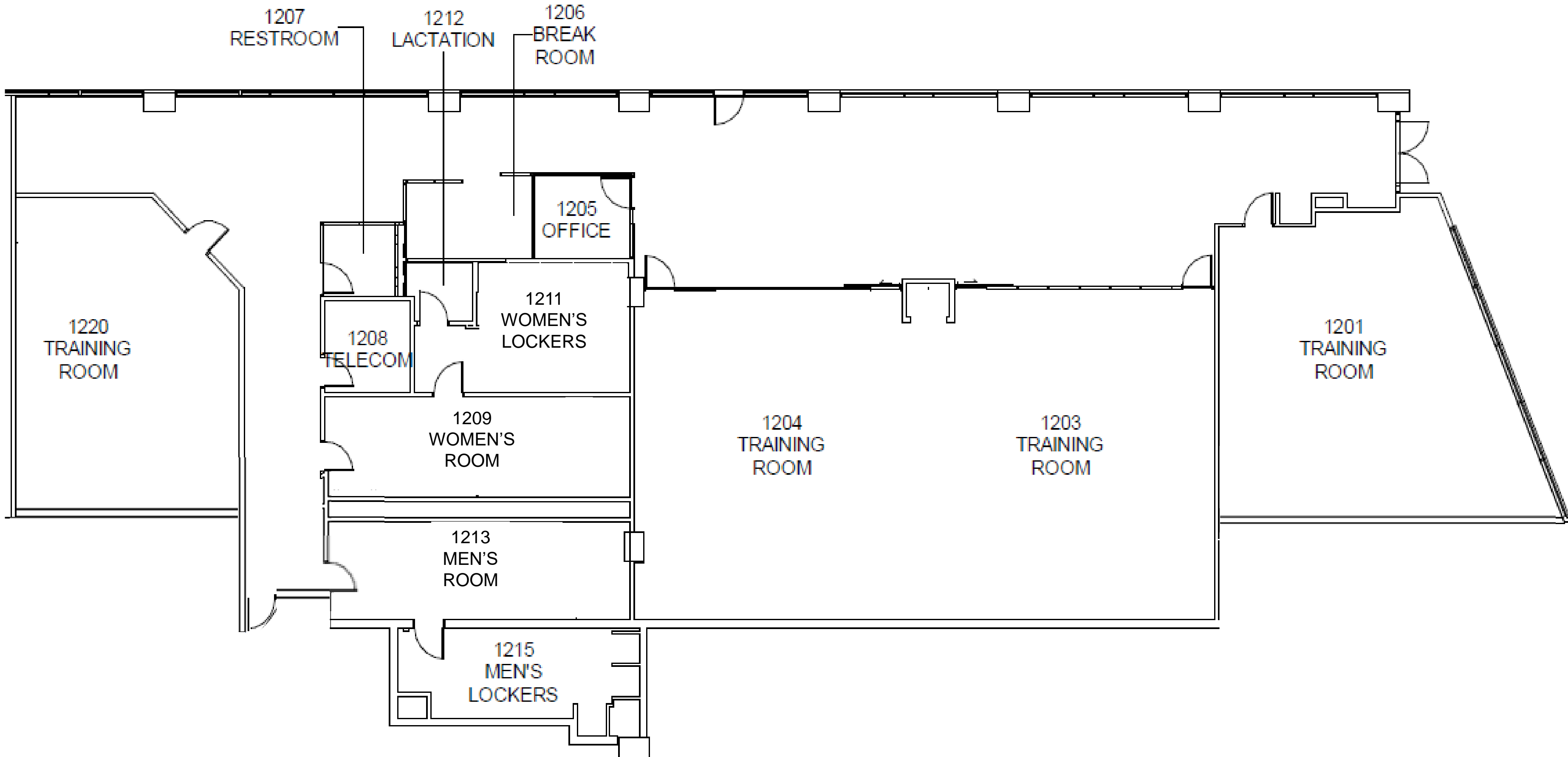


Before Opening a Shelter

- Shelter Rules (pg 11)
 - DRC Fundamentals
- Staffing (pg 12)
- Logistics (pg 17)
- Safety and Security (pg 18)
- Accessibility and Functional Needs (pg 21)
 - DRC Experience



Site Layout and Setup



1207
RESTROOM

1212
LACTATION

1206
BREAK
ROOM

1205
OFFICE

1211
WOMEN'S
LOCKERS

1208
TELECOM

1209
WOMEN'S
ROOM

1213
MEN'S
ROOM

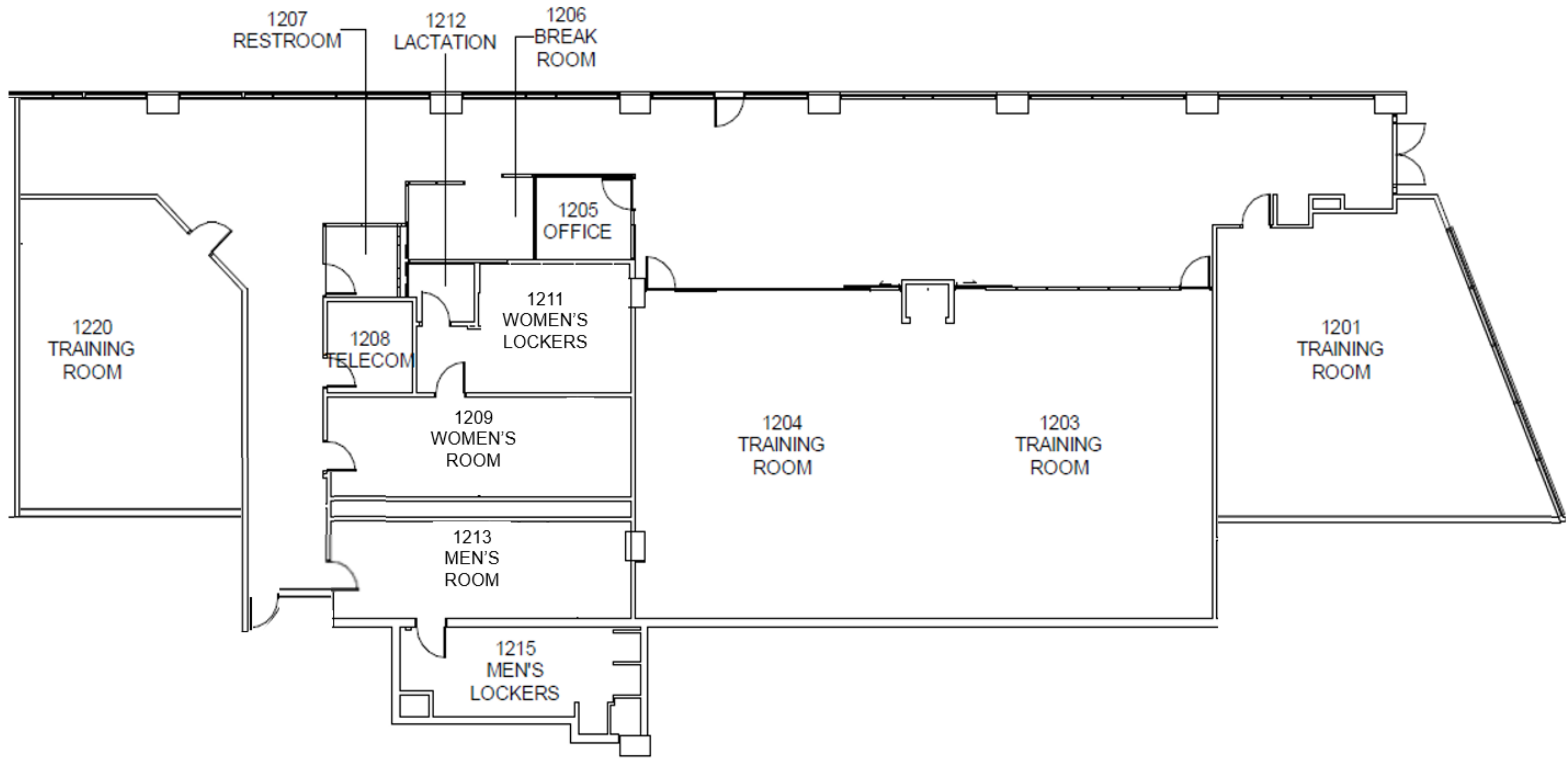
1215
MEN'S
LOCKERS

1204
TRAINING
ROOM

1203
TRAINING
ROOM

1220
TRAINING
ROOM

1201
TRAINING
ROOM



→ Opening a Shelter

- Daily Schedule
- Registration
- Dormitory
- Health and Mental Health Services
- Feeding
- Logistics

→ Activity #1 - Setup

- FOG: Opening checklists
 - Registration (pg 51)
 - Dormitory (pg 56)
 - Logistics (pg 59)
- Handout: Inventory Lists
- How would you set up registration and dormitory in this location?
- What supply/support requests do you have?

→ Opening/Operating a Shelter

- Donations (pg 35)
- Communication (pg 36)
- Reporting (pg 39)
 - Shelter Population Count
 - Requesting add'l resources/support

→ Ongoing Operations

- Maintain a roster
- Assign cots
- Track the following:
 - What issues need to be resolved?
 - Who should be assigned to handle each issue?
 - How can each issue be resolved?

→ Activity #2 – Intake

- Handout: Client Intake Scenario
- Population Count/Census
 - # of new registrations
 - # of check outs
 - Total # of people, pets
- Team tasks, priorities, and requests

→ Common Concerns

- How would you address these concerns?
 - Cleanliness of the facility
 - Missing family members
 - Inability to return to work because of child care issues
 - Rumors of looting and when can residents return to their homes
 - Dietary preferences
 - Smoking and drinking in the facility
 - What is public utility doing about repairs
 - Inability to sleep in the dormitory



Closing a Shelter

- What 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?



Outro

- Course evaluation
- Becoming a volunteer with Washington County
- Additional training opportunities
 - Exercise, October 30, 2024
 - 2024 training series

