Each Red Cross shelter keeps a **General Log** and a **Manager Log**. Shelter Supervisors and Managers maintain these logs using the Shelter Log form. Shelter Associates, Supervisors and Managers use these record-keeping tools to record important information regarding a shelter's operations, issues, and the actions needed to brief and provide information for workers on subsequent shifts and provides a record for administrative use (See Operating a Shelter Job Tool and Checklist).

General Log Tips

1. Shelter Managers and Shelter Supervisors review the General Log at each shift change. This log provides the basic information for handover briefings between different shifts of supervisors and manager.
2. Store the General Log in a binder or folder in the shift supervisor's area.
3. The shift supervisor is responsible for keeping the General Log up to date, but all staff can review the log and add entries to it.
4. Shelter staff add entries throughout the shift. The General Log documents events that take place and identifies needs to be addressed.
5. Do not include private and confidential information in the General Log. This information is only recorded in the Manager Log, which is not made available to staff.
6. Examples of items that should be entered:
   - Opening/closing of shelter;
   - Transfer of the shelter facility;
   - Shift Inspections conducted and results;
   - Issues and problems that need to be addressed and subsequent actions taken;
   - Identified but unmet client needs, suggestions for improvements, and actions taken;
   - Disputes between clients, staff, and clients and staff and how these have been resolved; (
     o Do not include names in the General Log. Include names in the corresponding detailed entry in the Manager Log.
   - Injuries or major health events involving clients and staff
     o Do not include names in the General Log. Include names in the corresponding detailed entry in the Manager Log.
   - Damages to facilities and equipment;
   - Offers of services or materials made by the public and partners. Include name and contact information;
   - Tracking goods, services or materials as they arrive into the shelter;
   - Any commitments made;
   - Interactions with outside service providers (like FEMA or social services);
   - Important visitors (like the governor, a celebrity, or the mayor);

Sheltering Tip Sheets provide pointers for handling issues within the guidance outlined in Sheltering Standards and Procedures *and other Red Cross doctrine. Please send feedback to* sheltering@redcross.org.

- Completion of standard forms and providing data, including include 6409s, *Daily Shelter Report*, and shelter counts.

Manager Log Tips

Shelter Managers enter the following information in the Manager Log:

- Information related to law enforcement, such as:
  o Details on clients who need to register with law enforcement;
  o Requests for information from law enforcement; and
  o Reports of incidents involving law enforcement, such as arrests of clients, visitors, or staff.
- Personal information about clients or staff that should be shared with subsequent managers (like protective orders or special requirements).
- Details about accidents or major medical issues in the shelter that the District Office, DRO Headquarters or national headquarters may require. (Include information like names of involved persons or witnesses and their contact information.)
- Details on misconduct or reprimands given to staff. (Include information like names, witnesses, and contacts.)
- Information on other issues that should be brought to the attention of the Sheltering Manager/Coordinator or other leadership.
- Information about staff members that will be helpful when writing performance evaluations.

When a Shelter Closes

The shelter manager forwards the General Log and Manager Log, along with Shelter Dormitory Registration Forms, visitor logs, and other records to the Sheltering Manager/Coordinator when closing the shelter. Enter into the Shelter Log where the shelter staff went, indicating who transferring to another shelter and where, who transferred to another function and where, and who out-processed.