

## Time Line Shelter Team Training Session

Training Time Line 2 Training Sessions	8:00 AM	9:00 AM	10:00 AM	11:00 AM	Noon
Set Up Shelter Areas	8:00-8:45				
Team meeting	8:30-8:45				
Participants arrive/sign-in	8:30-9:00				
<b>Welcome/Training Overview (20 Min)</b>		<b>9:00-9:20</b>			
<b>Training Session #1 Registration: Open &amp; Operate Shelter Tasks (60 Min)</b>			9:20-10:20		
Training Team 1: Station 1			9:20-10:20		
Training Team 1: Station 1			9:20-10:20		
Break (20 Min)			10:20-10:40		
<b>Training Session #2 Shelter Operations Center: Open &amp; Operate Shelter Tasks (60 Min)</b>			10:40-11:40		
Training Team 1: Station 2			10:40-11:40		
Training Team 1: Station 2			10:40-11:40		
<b>Training session review: All Groups (20 Min)</b>				11:40-12:00	
Clean-up					12:00-12:30
Participants sign-out/depart					12:00-12:30

Shelter Task Areas: 2 Training Sessions	Training Session	Open Shelter Tasks	Operate Shelter Tasks
Registration	1	2.1 - 2.6	3.1 - 3.7
Health	1	1-5	1-19
Mental Health	1	1.0-2.0	1.0-10.0
Dormitory	1	1.0-4.1	1.0-4.0
Food Service	1	1.0-16.0	1.0-10.0
Shelter Operations	2	General/6/7	General/6/7
Information	2	1.0 - 5.5	6.0 - 10.5
Staff Recruitment	2	1.0 - 8.2	1.0 - 8.3
Logistics	2	1-11	1-10
Shelter Manager	2	1.0 - 12.1	1.0 - 10.0
Communications	2	1.0 - 3.3	1.0 - 6.5

### Registration Tasks

<b>Open Shelter</b>	
<b>Resident Services</b>	
1.0	Common tasks: determine location of shelter area and why; determine resources needed: number of staff, tables, chairs, communications (phone/radio). Provide this information to the shelter manager or shelter operations.
2.1	As community members arrive, have them complete registration forms
2.2	Review registration forms with resident.
2.3	Give resident a copy of "Shelter Resident Information" & Copy of their Registration Form
2.4	Direct residents with special medical issues or medication needs to the nurses in the Nursery, and residents who are especially anxious to MH Services.
2.5	Assigned person completes Resident Roster form from completed registration forms recording who is planning on staying the night. ** <b>Complete Resident Roster form in pencil.</b>
2.6	As residents sign-out, pull Registration's copy of Resident Registration Form from purple binder and place in back pocket of binder. Also record their time out on the Resident Roster, and erase their desire to stay overnight if that is case.

**Registration Tasks**

<b>Operate Shelter</b>	
<b>Communication with Operations Center</b>	
3.1	File copy of Registration in Purple Binder Alphabetically, Other copies go to Operations Center
3.2	Assigned person will complete Registration Report for Operations Center
3.3	Communicate with Shelter Operations via phone when census is at 40. Maximum shelter capacity is 50.
3.4	Make sure residents sign-out on . As residents sign-out, erase information for staying over-night if the resident does not plan on coming back.
3.5	Resident Roster information will delineate the first 50 who registered and plan on staying the night for cots. Resident who gets a cot can put their personal effects on the cot(s) they choose in the Parish Hall.
3.6	"Registration Report" is turned into Operations Center at least hourly initially and 2 hours before each meal thereafter, or as requested by Operations Center Volunteers. Operations uses this form to communicate with Red Cross and all other Shelter areas.
3.7	Turn in Registration forms for those who have signed out (NOT RETURNING) into Operations Center every time you turn in "Registration Report".

**Registration Tasks**

<b>Close Shelter</b>	
<b>Break Down</b>	
4.1	Pull all copies of Resident Registration from Purple Binder and Turn into Operations Center, along with final "Registration Report"
4.2	Carefully pull shelter signs down and store back in the registration storage bin.
4.3	Return registration supply bin and Registration Manual to Operations Center for storage.
4.4	Place table and chairs back in the original locations.
4.5	Prepare a narrative report on the shelter operation and submit to your Red Cross shelter supervisor. Include: Shelter location, dates of operation, summary of services provided, problems and recommendations.

### Shelter Operations Center Tasks

<b>Open and Operate Shelter</b>	
<b>Task #</b>	<b>Task</b>
General	Shelter Operations Center serves as the hub of the information flow within the shelter concerning recovery matters and the effective daily functioning of the shelter.
General	Receive, record and pass on to shelter staff and residents: disaster/recovery information from outside sources (Red Cross chapter and Emergency Operations Center), media and other sources
General	Receive, record and maintain <b>Shelter Log</b> information from the shelter area staff members
General	Send <b>Shelter Log</b> reports and other shelter information to Red Cross chapter and Emergency Operations Center
Common tasks	The following shelter team members will use the shelter operations center: Shelter manager, shift leader, information/communications coordinator, staff recruitment coordinator, logistics coordinator, administration coordinator, and shelter operations center leader.
General	Common tasks: Shelter Operations lead determine location of shelter operations area and why; determine resources needed: number of staff, tables, chairs, communications (phone/radio). Consolidate this information for the operations section for input into the shelter operations plan.
<b>1.0</b>	<b>Shelter Operations Center lead</b>
	Common tasks for <u>all shelter areas</u> : coordinate with all shelter areas to determine the location of each shelter area's operations center.
	Coordinate the set up the <u>operations center</u> with the other shelter area leads for Staff Recruitment & Replacement, Administration, Information & communications, and logistics:
	Tables and chairs for work stations
	Shelter manager
	Shift leader
	Staff Recruitment & Replacement lead
	Information/Communications lead
	Logistics lead
	Phone with phone books and contact lists
	Hand held radios with chargers
	Computer and printer
	Note: If the Red Cross provides a HAM operator radio
	Provide operating space and tables in the Operations Center or in another room
	Monitor operational status of Ham radio
	Coordinate logistical support for the HAM operator
	Assist the admin lead in receiving, recording and maintaining shelter information (shelter log) and other reports. Prepare Shelter Report for Red Cross.
<b>2.0</b>	<b>Shelter Manager</b>
	Spend most of the time throughout the shelter with residents and staff.
	Use the shelter operations center for communications (to/from Red Cross chapter); receive and check information on <b>recovery matters</b> from all sources.
	Use the shelter operations center for coordinating with operations center staff and shelter team area leaders (registration, feeding, health, dorm, etc).
	Use the work station for analyzing shelter information, recording notes, preparing for staff and resident meetings; preparing the daily shelter report.
<b>3.0</b>	<b>Shift leader</b>
	Spend most of time throughout the shelter with residents and staff.
	Use the operations center for coordinating with operations center staff and shelter area leaders.
	Use work station for recording notes, preparing for staff and resident meetings.

### Shelter Operations Center Tasks

4.0	<b>Staff recruitment and replacement lead</b>
	Common tasks: determine location of shelter area and why; determine resources needed: number of staff, tables, chairs, communications (phone/radio). Provide this information to the shelter operations lead.
	Prepare a daily schedule for each responsibility
	Provide shelter staff records to the Staffing and Local Disaster Volunteer functions at Red Cross chapter headquarters
	Maintain a roster of all volunteers
	Ensure all volunteers complete
	Volunteer Log
	Local Disaster Volunteer Staff Registration (Form 1492A)
	Staff Roster (Form 6513)
	Shelter volunteer roster
	Assess the need for additional personnel to support the duties of each responsibility.
	Ensure that all staff are properly identified (name tags, Red Cross vests, etc.).
	Track which identification items are issued and to whom.
	Recover identification materials from local volunteers after their shifts are over.
	Brief volunteers on procedures for all volunteers to sign-in and out for each shift at the shelter operations center
	Provide job induction of incoming staff. Brief all new personnel on:
	Name and title of their supervisor
	Shelter organization structure
	Working hours and daily schedule
	Standards of personal attire and importance of Red Cross ID
	Staff Meetings
	Available resources
	Keep a daily record of all local volunteers working in the shelter, including
	Provide the shelter manager (shelter operations center) with daily statistics
	Report on progress in filling staffing requests
	Report on problems encountered
	Ensure that workers from outside the area (outside the parish provided by the Red Cross) are prepared for vouchering expenses, and if additional travel advances are needed, provide this information to the Red Cross supervisor or Red Cross chapter.
5.0	<b>Information /Communications Coordinator</b>
	Common tasks: determine location of shelter area and why; determine resources needed: number of staff, tables, chairs, communications (phone/radio). Provide this information to the shelter operations lead.
	Enable the shelter operations center to be the hub of the information flow within the shelter.
	Maintain communications with Red Cross chapter and the Red Cross Emergency Operations Center.
	With shelter manager and shift leader, set information reporting requirements for the shelter areas (shelter log); daily reporting time for shelter log; and other reports, as necessary.
	Establish communications plan: with the Shelter Manager and Operations lead, determine priority of which shelter areas will receive radios and telephones; allocate radio frequencies to shelter areas; control the issue and return of radio and communications equipment.

### Shelter Operations Center Tasks

6.0	<b>Shelter Administration lead</b>
	Support the flow of information about recovery matters and the operation of the shelter through admin functions
	Receive, record and maintain <b>Shelter Log</b> information from the shelter area staff members.
	Shelter Manager: Date/time (current); shelter status: (Ready; open, closed)
	Shelter Manager: Shelter capacity: nuber of residents
	Registration:
	Current registration count, new registration, total registration to date
	Volunteers: Number this period; total to date
	All outside staff (Red Cross, police, health workers, social workers): Number this period; total to date
	Feeding
	Meals: this period; total to date
	Snacks: this period; total to date
	Dormitory
	Number of cots available
	Number of cots in use
	Cot assignment
	Family groupings
	Health
	Number treated this period
	Mental Health
	Number treated this period
	Logistics
	Number of requests for resources this period
	Items purchased, quantity, cost, total cost this period
	Resources received this period
	Shelter log maintenance
	Daily: Post <b>Shelter Log</b> information to the information board on the wall.
	Daily:
	Prepare <b>Shelter Log</b> report
	Brief shelter manager; get approval for report
	Send to the Red Cross chapter/Emergency Operations Center.
	Prepare expenditure reports based on receipts from shelter area leaders.
	Brief Shelter Manager; get approval for report
	Submit to Red Cross
7.0	<b>Logistics lead</b>
	Common tasks: determine location of shelter area and why; determine resources needed: number of staff, tables, chairs, communications (phone/radio). Provide this information to the shelter operations lead.
	Assist the admin leader in receiving, recording and maintaining shelter information (shelter log) and other information.
	Take action to solve any facility or supply problem identified
	Ensure that every problem is reported and documented.
	Consult with the Red Cross feeding supervisor about food sanitation arrangements
	Ensure invoices received from vendors/others are promptly processed for payment
	Arrange for proper garbage and trash disposal.
	Order necessary supplies and equipment (if needed) to ensure proper sanitation and personal hygiene.
	Arrange for regular cleaning of the shelter, including food preparation areas, feeding areas, restrooms, and showers.
	Ensure laundry facilities are available for the residents.

Disaster Health Tasks

<b>Open Shelter</b>	
<b>Task #</b>	<b>Task</b>
General	When mass care facilities are established by the Red Cross, Disaster Health Services (DHS) is responsible for providing quality health services and for seeing that applicable public health standards (state, county, or municipal) are met.
General	Disaster Health Services paid and volunteer staff working in Red Cross shelters strive to meet the health needs of clients and workers.
General	Disaster Health Services workers do this in part by acting as advisors to the shelter manager and the feeding supervisor on general health and safety issues.
1.0	Common tasks: determine location of shelter area and why; determine resources needed: number of staff, tables, chairs, communications (phone/radio). Provide this information to the shelter manager or shelter operations.
	<b>RED CROSS NOTES</b>
1.0	Disaster Health Services is also responsible for obtaining necessary waivers from the public health officials when compliance with official regulations is not realistic under the circumstances.

## Disaster Health Tasks

2.0	When a nursing home or hospital evacuates to a Red Cross shelter, provide separate space to accommodate its people, supplies and equipment. The responsibility for the care of the patients rests with the staff of their institution. The Disaster Health Services coordinator will serve as a liaison between the shelter and the institution's staff. The staff of those institutions must continue to be present and provide the usual care that they give to their clients.
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Disaster Health Tasks

<b>Operate Shelter</b>	
<b>Task #</b>	<b>Task</b>
General	<b>Think and plan from now to 48 hours out</b>
1.0	Determine the health needs of all shelter occupants and arrange to meet those needs. This work includes:
1.1	Assessing and referring the seriously ill and injured for health care.
1.2	Treating minor illnesses and injuries.
1.3	Looking for unreported health problems of shelter occupants and taking necessary action to care for these problems.
1.4	Assisting with arrangements for lost prescriptions.

## Disaster Health Tasks

3.0	Be aware of any persons who have a communicable disease, isolate them from the rest of the shelter occupants as needed, and report noticeable trends in illness to the local health department.
7.0	Determine any needs for special diets (including formula and baby food for infants) and ensure that these needs are communicated to the feeding supervisor.
8.0	Assess the number and type of injuries and the age of the population affected, and plan preventive interventions.
9.0	Prevent pre-existing health problems from getting worse.
10.0	Establish contact with local health-care agencies, including the Health Department.
11.0	Refer persons to the Family Service or Disaster Mental Health Services function or community resources as necessary.
12.0	Establish communication with other health care providers.
13.0	Follow up on care that has been provided and on referrals that have been made to ensure that needs have been met.
14.0	In coordination with the shelter manager and feeding supervisor, arrange for inspections of the shelter by public health officials, including:
14.1	inspections of food service areas
14.2	inspections of rest rooms
14.3	inspections of health care areas
15.0	Ensure that conditions are sanitary in the shelter. Keep the shelter manager advised about these conditions.
16.0	Work with the shelter manager or other administrators (shelter logistics) to ensure the security of all medical supplies and equipment.
17.0	Provide 24-hour medical coverage for the shelter occupants.
18.0	Maintain appropriate Disaster Health Services records.
19.0	Maintain open communication with Disaster Mental Health Services to ensure that common health and mental concerns are being addressed in a collaborative manner.

Disaster Health Tasks

Close Shelter	
Task #	Task
1.0	Transfer medical records as instructed by the shelter manager and DHS technical supervisor.
2.0	Follow shelter logistics procedures regarding supplies and equipment.
3.0	Prepare thank-you <b>list of other voluntary organizations, vendors, and staff to be thanked or recognized.</b>
4.0	<b>Forward all volunteer staff lists to shelter operations</b> for recognition and chapter capacity building.
5.0	Prepare a narrative report on the shelter operation and submit to shelter operations / your Red Cross shelter supervisor. Include:
6.0	Prepare a narrative report on the shelter operation and submit to your Red Cross shelter supervisor. Include: Shelter location, dates of operation, summary of services provided, problems and recommendations.

## Mental Health Tasks

Open Shelter	
Task #	Task
General	<b>Disaster Mental Health Services workers assist shelter residents as they cope with the aftermath of the disaster including the stressors and frustrations of living in a congregate shelter.</b>
General	<b>Think and plan from now to 48 hours out</b>
1.0	Assess needs and develop a plan to meet the mental health needs of staff members and clients.
2.0	Common tasks: determine location of shelter area and why; determine resources needed: number of staff, tables, chairs, communications (phone/radio). Provide this information to the shelter manager or shelter operations.
3.0	Consult with the shelter manager to clarify roles and expectations.

## Mental Health Tasks

## Mental Health Tasks

<b>Operate Shelter</b>	
<b>Task #</b>	<b>Task</b>
General	<b>Implement current day, but think and plan 48 hours out</b>
1.0	Maintain regular communications with the shelter manger and shift leader
1.1	Consult with the shelter manager on a daily basis, at a minimum, in person or by telephone to review changing mental health needs and Disaster mental Health Services sevice delivery.
2.0	Recommend altrenate accommodations to the shelter manager when the stress of communal living or pre-existing mental health conditions would besignificantly detrimental to the mental health of a victim or the general shelter population.
3.0	In consultation with the shelter manager, implement strategies that will help reduce stress for workers and shelter residents:
3.1	Coordinate activities for children
3.2	Assist the shelter staff in the best ways to announce changes in shelter life to provide opportunities for optimal support of shelter residents.
4.0	Formulate and maintain daily statistical log of interviews.
4.1	Provide summary of daily statistical log of interviews to the shelter operations center daily.
5.0	Plan for the appropriate referral of DMHS cases to local care givers or agencies
5.1	Report all referals to the shelter operations center.
6.0	Request additional DMHS staff as needed, in consultation with the shelter manager.

## Mental Health Tasks

7.0	Be aware of known and potential mental health problems among community populations.
8.0	Cooperate with and supplement the community's mental health resources as requested by officials of these resources, and coordinate activities of these resources as necessary and as agreed to by officials of these resources.
9.0	Maintain open communications with Disaster Health Services to ensure that common health and mental health concerns are being addressed in a collaborative manner.
9.1	Coordinate with the shelter operations center to establish and maintain communication with Disaster Mental Health Services.
10.0	Attend all shelter staff meetings to keep the staff informed of disaster mental health issues.

## Mental Health Tasks

Close Shelter	
Task #	Task
1.0	Make arrangements for debriefing shelter staff.
2.0	Ensure that follow-up is available for individual clients and staff as needed.
3.0	Transfer reports and records as instructed by the shelter manager and DMHS technical supervisor.
4.0	Prepare thank-you <b>list of other voluntary organizations, vendors, and staff to be thanked or recognized.</b>
5.0	<b>Forward all volunteer staff lists to the local Disaster Volunteer function/chapter</b> for recognition and chapter capacity building.
6.0	Prepare a narrative report on the shelter operation and submit to your Red Cross shelter supervisor. Include: Shelter location, dates of operation, summary of services provided, problems and recommendations.

## Shelter Dormitory Tasks

<b>Open Shelter</b>	
<b>Task #</b>	<b>Task</b>
General	Common tasks: determine location of shelter area and why; determine resources needed: number of staff, cots, blankets, comfort kits, tables, chairs, communications (phone/radio). Provide this information to the shelter manager or shelter operations.
General	Dormitory management includes setting up sleeping areas in dormitory style, assigning sleeping areas, and coordinating with shelter logistics for cots, blankets, comfort kits, and other items, if available and necessary. It also includes establishing entrance and exit controls and making sure the sleeping areas are monitored, especially at night.
1.0	Designating space within the dormitory area, consider allocating separate space for families with small children, the elderly, night workers who sleep during the day, and other unique situations.
2.0	In hurricanes consider that the shelter residents may be placed in confined areas of less than 10 feet per person until the storm is over.
2.1	In an earthquake, consider structural damage and the possibility residents may prefer to remain outdoors in open areas adjacent to the facility.
3.0	ensure planning includes access to and movement within the building for persons with disabilities and other forms of support for people with particular needs.
4.0	When needed, work with shelter logistics to identify a source of cots and blankets. Use Red Cross supplies when available. Otherwise, obtain permission to use the supplies located in the facility being used as the shelter.
4.1	When using supplies located in the facility being used, make an inventory of the supplies available. Track the usage on a daily basis. Report this information to shelter logistics.

## Shelter Dormitory Tasks

Operate Shelter	
Task #	Task
General	<b>Implement current day, but think and plan 48 hours out</b>
1.0	Maintain regular communications with the shelter manger and shift leader
2.0	Coordinate with shelter logistics to issue and return dormitory equipment
3.0	In cooperation with shelter logistics, coordinate activities with law enforcement officials or security to ensure that patrols circulate throughout the shelter and surrounding areas.
4.0	Recruit volunteers from the shelter residents to help keep the dormitory clean.

## Shelter Dormitory Tasks

Close Shelter	
Task #	Task
1.0	Close the dormitory only after all equipment is properly disposed of and the area is cleaned and returned to pre-occupancy condition.
2.0	Coordinate with shelter logistics concerning the inventory of supplies and equipment.
3.0	Prepare thank-you <b>list of other voluntary organizations, vendors, and staff to be thanked or recognized.</b>
4.0	<b>Forward all Mass Care shelter files to the shelter operations center.</b>
5.0	<b>Forward all volunteer staff lists to the shelter operations center</b> for recognition and chapter capacity building.
6.0	Prepare a narrative report on the shelter operation and submit to your Red Cross shelter supervisor. Include: Shelter location, dates of operation, summary of services provided, problems and recommendations.

### Staff Recruitment Replacement Tasks

<b>Open Shelter</b>	
<b>Task #</b>	<b>Task</b>
General	<b>Think and plan from now to 48 hours out</b>
General	Anticipate the demands for staff and people available. Coordinate with the shelter manager and supervisory staff to recruit, place and release paid and volunteer staff.
General	The staff recruitment and placement lead will locate in the Shelter Operations Center. The administration lead will provide assistance in performing the tasks of this shelter area. Work closely with the shelter manager in all aspects of this responsibility.
General	Common tasks: determine location of shelter area and why; determine resources needed: number of staff, tables, chairs, communications (phone/radio). Provide this information to the shelter manager or shelter operations.
1.0	In consultation with shelter manager and supervisory staff, for each responsibility within the shelter: <b>List the tasks to be performed and the hours required daily</b>
2.0	<b>Prepare a daily schedule for each responsibility that includes:</b>
3.0	<b>Secure workspace that is easily accessible, with space for incoming staff to sign in, be interviewed, and be given a job induction.</b>
4.3	<b>Ensure <u>all volunteers and staff</u> complete the following:</b>
	<b>Volunteer Log: Complete for each shift when sign-in and sign-out of the shelter. Includes Red Cross staff and any other persons who are not shelter residents.</b>

### Staff Recruitment Replacement Tasks

	<b>Local Disaster Volunteer Staff Registration (Form 1492A): All volunteers complete once during every relief operation.</b>
	<b>Staff Roster (Form 6513): Complete for all volunteers. Maintain with shelter volunteer roster.</b>
	Shelter volunteer roster: maintain spread sheet listing all volunteers and planning team.
8.0	<b>Draft procedures for volunteers to sign-in and out for each shift at the shelter operations center.</b>
8.2	Issue an identification name tag to every shelter worker when they sign-in for their shift

### Staff Recruitment Replacement Tasks

<b>Operate Shelter</b>	
<b>Task #</b>	<b>Task</b>
General	<b>Implement current day, but think and plan 48 hours out</b>
1.0	Maintain regular communications with the shelter manger and shift leader
2.0	Survey the existing shelter population for people with types of skills and abilities needed as a possible source of staff for each shelter responsibility.
3.0	Recruit for unfilled positions form the community (parish) or pass on the list of unfilled positions to the shelter manager.
4.0	Make provisions for interviewing and assigning spontaneous community volunteers.
5.0	<b>Provide job induction of incoming staff. Brief all new personnel on their assigned areas:</b>
5.0	<b>Assess the need for job induction or additional training for all shelter responsibilities and determine who can provide it.</b>
5.1	Make arrangements for location, announcements
5.2	Training activities

### Staff Recruitment Replacement Tasks

5.3	Other logistical needs
5.4	Make use of shelter operations references available in the shelter operations center:
	Red Cross Shelter Operations Manual
	Shelter Team Operations Manual
	Shelter Team Checklist for each Shelter Area
	Reference books for each shelter area
6.0	<b>Assess the need for additional personnel to support the duties of each responsibility.</b>
7.0	<b>Ensure that all staff are properly identified (name tags, Red Cross vests, etc.).</b>
	Track which identification items are issued and to whom: (Red Cross furnished vests and aprons).
	Recover identification materials from local volunteers after their shifts are over.
8.1	Complete the Volunteer log and other applicable forms.
8.2	Issue an identification name tag to every shelter worker when they sign-in for their shift
8.3	Receive back the identification name tag when every shelter worker signs out after completing their shift.

### Staff Recruitment Replacement Tasks

<b>Close Shelter</b>	
<b>Task #</b>	<b>Task</b>
1.0	Coordinate with the shelter manager: The transfer or release of staff from the shelter.
	Ensure shelter evaluations are completed.
	With logistics, ensure that transportation is arranged, if needed, to the point of out-processing.
2.0	Ensure that the names and addresses of all staff who worked in the shelter are submitted to the appropriate Red Cross office for recognition (chapter headquarters). Provide this information to the shelter operations center.
3.0	Ensure all paid and volunteer staff records are forwarded to Red Cross chapter headquarters. Provide this information to the shelter operations center.
4.0	Return retrieved vests and aprons to logistics for laundering and repackaging.
5.0	Prepare thank-you list of other voluntary organizations, vendors, and staff to be thanked or recognized.
7.0	Provide all Mass Care shelter files to the shelter operations center.

### Staff Recruitment Replacement Tasks

8.0	Provide all volunteer staff lists to the to the shelter operations center for forwarding to the local Disaster Volunteer function/chapter for recognition and chapter capacity building.
9.0	Prepare a narrative report on the shelter operation and submit to your Red Cross shelter supervisor. Include: Shelter location, dates of operation, summary of services provided, problems and recommendations.

## Shelter Information Tasks

<b>Open Shelter</b>	
<b>Task #</b>	<b>Task</b>
General	<b>Assist shelter manager in opening and setting up the shelter</b>
General	<b>Gather information on the disaster (public affairs)</b>
1.0	Common tasks: determine location of shelter area and why; determine resources needed: number of staff, tables, chairs, communications (phone/radio). Provide this information to the shelter manager or shelter operations.
1.1	<b>Post shelter identification and information signs outside and inside the shelter, as appropriate.</b>
1.2	Get signs from the shelter kit.
1.3	Signs for all rooms are in a reference book.

## Shelter Information Tasks

2.0	All signs should be bi-lingual (English/Spanish).
3.0	<b>Identify location of disaster information bulletin board for residents.</b>
3.1	<b>Identify location of the press briefing room.</b>
4.0	Ensure press briefing room location prevents/impedes access to shelter residents (ensures residents' privacy).
5.0	<b>Identify information lead's location in shelter operations center.</b>
5.1	<b>Coordinate communications plan for shelter.</b>
5.2	Key phone numbers for shelter, shelter team, Red Cross EOC, and police, etc.
5.3	Shelter team hand-held radios
5.4	Red Cross radios
5.5	Red Cross HAM radio operator
5.6	Coordinate with shelter operations for sending and receiving messages using the HAM Radio operator.

## Shelter Information Tasks

<b>Operate Shelter</b>	
<b>Public Affairs Tasks</b>	
6.0	Coordinate Red Cross public affairs for the shelter (unless changed by the shelter manager).
6.1	Get the Red Cross Public Affairs contact information at the chapter; provide it to the shelter operations center.
6.2	Coordinate with Red Cross Public Affairs on a press release regarding the opening of the shelter.
6.3	Contact the Red Cross Public Affairs if a large number of media show up at the shelter. If needed, notify the shelter manager to request a Red Cross Public Affairs representative be provided to speak with the media.
6.4	Refer questions that go beyond the scope of the shelter operation to the Red Cross Public Affairs activity at Red Cross chapter or disaster relief headquarters (Red Cross Emergency
7.0	Set up Press room for meeting with press media; post door sign; set up chairs; post information that can be released.

## Shelter Information Tasks

8.0	Meet news media who come to the shelter to observe or check on the facility.
8.1	Ensure all news media are signed in at volunteer coordination in operations center.
8.2	Ensure all news media are escorted to the press room.
9.0	Answer any questions they have concerning shelter operations.
10.0	Shelter manager and Information coordinator should be familiar with Red Cross policies regarding working with the media.
10.1	Develop a good working relationship with the media; the press can help get the story of the disaster out by telling people.
	Where the shelter is located; What services are available; Where volunteers are needed; How the public can make financial contributions
10.2	Not role of shelter to seek out media for interviews
10.3	All media outreach should be coordinated with Red Cross Public Affairs.
10.4	As far as the media is concerned, anyone from the Red Cross (shelter workers and Red Cross staff) is perceived as a Red Cross spokesperson, so the media is apt to seek information from anyone wearing Red Cross identification.
10.5	If a question is asked that goes beyond the scope that the manager can answer, the manager should:
	Offer to call the Red Cross chapter or relief operation.
	Refer media to the Red Cross chapter or relief operation to answer the question.

### Shelter Information Tasks

Close Shelter	
Task #	Task
1.0	Work with shelter logistics to remove and store all interior and exterior signage when the shelter closes.
1.1	Store with shelter kit.
1.2	Inventory and account for all signs.
1.3	ID missing and signs in need of replacement.
2.0	Prepare thank-you <b>list of other voluntary organizations, vendors, and staff to be thanked or recognized.</b>
3.0	Prepare a narrative report on the shelter operation and submit to your Red Cross shelter supervisor. Include: Shelter location, dates of operation, summary of services provided, problems and recommendations.

## Shelter Information Tasks

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**Shelter Communications Tasks**

<b>Open Shelter</b>		
<b>Task #</b>	<b>Task</b>	<b>Other Actions</b>
General	<b>Think and plan from now to 48 hours out</b>	
General	Communications is usually a full-time, 24-hour position when telephones are out of order or anticipated to be out of order. The Red Cross may provide the shelter staff hand held radios or employ amateur radio operators (HAM) to provide initial communications between the shelter and chapter or the Red Cross Emergency Operations Center.	The communications lead locates in the shelter operations center. Responsible for implementing the shelter team's communication plan with available communication resources: telephone, hand-held radios, HAM radio, etc., and messengers.
1.0	The shelter team may have hand held radios provided by the parish. Meet with the shelter manager to determine the appropriate location of radios and identify which people will have the authority to transmit messages.	Coordinate with the shelter manager/parish staff for obtaining hand-held radios.
2.0	Establish contact with Red Cross headquarters.	As directed by the shelter manager.
3.0	Brief the shelter staff on who have the authority to send messages to the Red Cross via the radio.	Use shelter team meeting and when contacting shelter team members.
3.1	Standing guidance for contacting the Red Cross: for reporting shelter status, limit the number of shelter team representatives to ensure that the shelter team is speaking with one voice.	Shelter status report: Shelter manager, shift leader, shelter operation.
3.2	Calls in general to the Red Cross or Red Cross staff members. Calls by any shelter team member. Record the content of the call on the daily log for your shelter area. Report the contact to the shelter operations center.	Calls in general: all shelter team members can contact the Red Croo and Red Cross staff.

## Shelter Communications Tasks

**Shelter Communications Tasks**

<b>Operate Shelter</b>		
<b>Task #</b>	<b>Task</b>	<b>Other Actions</b>
General	<b>Implement current day, but think and plan 48 hours out</b>	
1.0	Common tasks: determine location of shelter area and why; determine resources needed: number of staff, tables, chairs, communications (phone/radio). Provide this information to the shelter manager or shelter operations.	
2.0	Maintain regular communications with the shelter manger and shift leader.	
2.1	Set up radio equipment.	
	Receive hand-held radios from Shelter Manager or logistics.	
	6 furnished by the St. Augustine parish staff.	Priority: Shelter manager and shelter operations.
2.2	2 may be provided by the Red Cross for maintaining communications with the Red Cross Emergency Operations Center (EOC).	Priority: Shelter manager, shelter operations, registration, health, dormitory.

**Shelter Communications Tasks**

2.3	Distribute (issue) hand-held radios to shelter staff according to decision of the Shelter Manager..	
3.0	Brief shelter staff users on the operation of the hand-held radios.	
4.0	Maintain hand-held radios including recharging. Report operational status to shelter operations center.	Coordinate with the shelter operations lead for sending and receiving messages.
5.0	Receive and send messages, as requested by the shelter manager or shelter operations lead..	The log will contain the information of the messages sent and received. It will serve as the reference for these messages.
6.0	Maintain a communications log.	
6.1	Identify additional communications needs for staff and clients.	
6.2	Shelter phones : Shelter Operations Center (18/19), Registration (Commons), food service (kitchen), health center (10/11)	
6.3	Personal Cell phones (all shelter areas)	Coordinate with Volunteer coordination for recording cell phone & home phone. Tie the phone information into the shelter phone listing.
6.4	Register Personal Cell phones (for communication plan)	The shelter manager will set up a computer and printer in the shelter operations center.
6.5	Computers (Shelter Operations Center, Registration in Commons, )	All shelter staff record their email on the volunteer sign-in log.
	Email	Use Web to get information on the disaster. Pass on to Information lead and shelter operations.
	World Wide Web	Coordinate with Red Cross to get access to their Extranet.
	Red Cross Extranet	

**Shelter Communications Tasks**

<b>Close Shelter</b>		
<b>Task #</b>	<b>Task</b>	<b>Other Actions</b>
1.0	Return communications equipment to their owners	Coordinate with shelter operations
1.1	Pickup/receive hand-held radios from shelter staff	
1.2	Account for hand-held radios.	
1.3	Return hand-held radios to shelter logistics	
1.4	Shelter logistics will return communications equipment to their owners	
2.0	Clean communications area	
3.0	Prepare thank-you <b>list of other voluntary organizations, vendors, and staff to be thanked or recognized.</b>	

**Shelter Communications Tasks**

4.0	Prepare a narrative report on the shelter operation and submit to the shelter manager. Include:	
	Shelter location	
	Dates of operation	
	Summary of services provided	
	Problems	
	Recommendations	

## Shelter Logistics Tasks

Open Shelter	
Task #	Task
General	<b>Think and plan from now to 48 hours out</b>
General	<b>Logistics workers in a shelter coordinate getting needed supplies and equipment to the shelter, making sure that the facility and equipment remain in good condition, and returning borrowed items when the shelter closes.</b>
1.0	Using the <i>Statement of Agreement</i> and <i>Facility Survey</i> , if they already exist, meet the facility representative for the <b>pre-occupancy inspection</b> .
1.1	Negotiate and sign a <b><i>Facility Agreement (Form 6621)</i></b> .
1.2	<b>Conduct pre-occupancy inspection using <i>Self-Inspection Worksheet Off-Premises Liability Checklist (Form 6505)</i>, and assess the general condition of the facility, siting pre-existing damage.</b>
1.3	<b>Inventory and establish security for supplies and equipment.</b>
2.0	<b>Inventory supplies belonging to the facility that may be used for the shelter.</b>

## Shelter Logistics Tasks

3.0	<b>Determine your local purchase procedures and limits with the shelter manager.</b>
4.0	Order additional supplies as needed (follow attached ordering procedures). Discuss a process for procuring food with the shelter manager and feeding supervisor.
5.0	Prepare the building for operation with the shelter manager's approval.
5.1	<b>In coordination with the shelter manager, identify areas for reception, registration, health, and mental health services, the dormitory, the cafeteria, child care, shelter operations, recreation, the staff restroom, the manager's office, and the storage area for Red Cross supplies.</b>
6.0	<b>Arrange for security inside and outside the facility. .</b>
6.1	<b>Security may be provided by: Red cross workers (primarily responsible for conducting dormitory rounds, checking to see that doors are locked, etc.</b>
6.2	Private security guards (do not have the power of arrest)
6.2	Law enforcement officials (with the power of arrest). <b>Arrange for police drive-bys and assistance, when conditions permit.</b>
6.2	National Guard (if assigned and available).
7.0	If necessary, contract security services, using operational communications channels.
8.0	Establish procedures for controlling traffic and parking. Coordinate with the information supervisor for signs.

**Shelter Logistics Tasks**

9.0	Ensure that an adequate number of shower and bathing facilities are available in the shelter. If the water supply is not working, or facilities are not adequate, make alternate arrangements, such as delivering additional bottled water, as soon as possible, using operational communication channels.
10.0	Ensure that an adequate number of toilets are available in the shelter. If the water supply is not working, or facilities are not adequate, make alternate arrangements, such as portable or chemical toilets, as soon as possible
11.0	Consult with the Disaster Health Services supervisor and feeding supervisor about public health inspection of the shelters, as well as other pertinent sanitation issues.

## Shelter Logistics Tasks

Operate Shelter
Task
<b>Implement current day, but think and plan 48 hours out</b>
<b>Logistics workers in a shelter coordinate getting needed supplies and equipment to the shelter, making sure that the facility and equipment remain in good condition, and returning borrowed items when the shelter closes.</b>
Common tasks: determine location of shelter area and why; determine resources needed: number of staff, tables, chairs, communications (phone/radio). Provide this information to the shelter manager or shelter operations.
Maintain regular communications with the shelter manger and shift leader
<b>Conduct routine security rounds.</b> Do not conduct security rounds alone; always arrange for two or more workers to go together. These rounds should include a perimeter walk (when conditions permit) and interior walks, which cover all areas of the facility. At night, it should also include parking araes used by staff and shelter residents.
<b>Conduct daily inspections, including:</b>
Kitchens

## Shelter Logistics Tasks

Food preparation areas
Storage areas
Serving lines
Eating areas
Restrooms
Shower facilities
Entrances and exits
Sleeping areas
Disaster health services and mental health services
<b>Take steps to resolve any facility or supply problem identified. Coordinate efforts with other shelter areas.</b>
Consult with the food supervisor about food sanitation arrangements.

## Shelter Logistics Tasks

Ensure that invoices received are promptly processed for payment.

Arrange for proper garbage and trash disposal through the chapter or headquarters, even if there is no municipal pickup, using operational communications channels.

Order necessary supplies and equipment to ensure proper sanitation and personal hygiene, using operational communications channels.

Arrange for regular cleaning of the shelter, including food preparation areas, feeding areas, restrooms, and showers.

Ensure that laundry facilities are available for the cleaning of towels, if possible.

## Shelter Logistics Tasks

<b>Close Shelter</b>	
<b>Task #</b>	<b>Task</b>
General	<b>Logistics workers in a shelter coordinate getting needed supplies and equipment to the shelter, making sure that the facility and equipment remain in good condition, and returning borrowed items when the shelter closes.</b>
1.0	Return all rented or borrowed equipment to owners. Give signed receipts for such equipment to the shelter manager.
2.0	Arrange for cleaning the facility and having it returned to the pre-occupancy condition to the extent possible. If costs are involved, consult the shelter manager.
3.0	Re-inventory supplies originally at the facility to establish usage, so the facility owner can be reimbursed.
4.0	Return all Red Cross supplies and equipment to the chapter or central storage facility. Submit to the shelter manager a list of items returned.
5.0	Forward all pending financial commitments for payment according to the established system. As suppliers to send final bills to the supervisor (Red Cross Chapter).
6.0	Consult with the shelter manager about transfer or release of staff.

### Shelter Logistics Tasks

7.0	Conduct a final inspection of the building with the representative of the building, and complete a Release of Facility (Form 6556) and send the original to the supervisor (shelter manager). If there are any problems or damages, note them on a separate piece of paper and attach them to the release. The chapter will work with the facility representative to resolve the issues.
8.0	Prepare thank-you <b>list of other voluntary organizations, vendors, and staff to be thanked or recognized.</b>
9.0	<b>Forward all Mass Care shelter files to the chapter.</b>
10.0	<b>Forward all volunteer staff lists to the local Disaster Volunteer function/chapter for recognition and chapter capacity building.</b>
11.0	Prepare a narrative report on the shelter operation and submit to your Red Cross shelter supervisor. Include:
	Shelter location
	Dates of operation
	Summary of services provided
	Problems
	Recommendations

## Shelter Logistics Tasks

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### Shelter Food Service Tasks

<b>Open Shelter</b>	
<b>Task #</b>	<b>Task</b>
General	<b>Think and plan from now to 48 hours out</b>
1.0	Common tasks: determine location of shelter area and why; determine resources needed: number of staff, tables, chairs, communications (phone/radio). Provide this information to the shelter manager or shelter operations.
2.0	<b>Initial briefing</b> (with shelter manager): <b>discuss best options for feeding at the shelter.</b>
2.1	Feeding Options: Fast food restaurant - prepared meals (especially during first 24 hours)
2.2	Feeding Options: Red Cross-managed kitchen
2.3	Feeding Options: School cafeteria workers
2.4	Feeding Options: Staff from church (shelter team) or other organization
3.0	<b>Establish a beverage and snack canteen service as soon as possible.</b>
4.0	In coordination with the Shelter Manager, <b>determine when the first meal will be needed.</b>
5.0	In <b>initial coordination meeting</b> with the facility representative or the shelter logistics supervisor, <b>identify supply sources for food and water.</b>
6.0	In <b>initial coordination meeting</b> with the facility representative or facility supervisor, <b>identify food storage, food preparation, serving, dining, and garbage disposal areas within the shelter .</b>

### Shelter Food Service Tasks

7.0	<b>Take inventory of food supplies on hand</b> at the facility <u>before preparing any meals</u> , or <b>designate a specific, secured area for those items available for use by the shelter food service.</b>
8.0	Work with the shelter manager and shelter logistics supervisor to <b>identify procurement, local resources, and financial authority.</b>
9.0	Make sure that the receiving area is close to a road and that there is enough room to maneuver delivery vehicles.
10.0	<b>Locate the storage area</b> between the receiving area and the food preparation area. <b>Make sure the area can be secured.</b> Equip the area with tables, shelves, and off-the -floor racks for storage of dry foods and staples. Provide refrigeration if available.
10.1	<b>Work area:</b> if <b>all food is canned or ready to cook</b> , the preparation area can be small.
11.0	<b>Work area:</b> For <b>fresh food</b> , you will need work tables, cutting boards, sinks, utensils, cookware, and garbage containers.
11.1	<b>Serving area:</b> should be near the preparation area. It should be arranged for cafeteria-style service or linefeeding and should be equipped with several counters or tables for specific service.
11.2	<b>Serving area:</b> If the shelter is serving as a fixed feeding site, be prepared to feed members of the community in addition to shelter residents (e.g., first responders: police, fire, rescue, etc.) Consider a separate serving area if practical.
12.0	Serving area: The serving rate for cafeteria-type systems is about eight people per minute.

### Shelter Food Service Tasks

13.0	<b>Dining area:</b> set up dining area near the serving area. Set up enough tables and chairs to accommodate the maximum number of persons expected to be served. If tables and chairs are scarce, plan for two or more seatings.
14.0	<b>Disposal area: Locate the disposal area away from the preparation, serving and dining areas.</b> Provide containers for disposal of trash, liquid waste, and garbage and an appropriate area for cleaning trash receptacles. <b>Provide cleaning and disinfectant supplies.</b>
15.0	<b>Identify available power utilities.</b> If no utilities are currently available, find out when supplemental power will be supplied or when utilities will be restored.
15.1	<b>Estimate staffing needs on the basis of whether food is to be prepared on site or delivered.</b>
15.2	Try to <b>project these needs for the immediate future.</b>
15.3	<b>Identify any facility personnel who will be working in the feeding function.</b>
16.0	<b>You will probably be able to use shelter residents for most of the food service tasks. A general ratio is 1 kitchen staff member per 100 meals prepared.</b>
17.0	<b>Determine the initial menu plan.</b>
17.1	Review with the shelter manager and, when possible, shelter resident representatives to <b>ensure culture sensitivity and needs for feeding babies and young children.</b>

### Shelter Food Service Tasks

<b>Operate Shelter</b>	
<b>Task #</b>	<b>Task</b>
General	<b>Implement current day, but think and plan 48 hours out</b>
1.0	Maintain regular communications with the shelter manger and shift leader
2.0	<b>Establish a work schedule and assign shifts.</b>
2.1	Coordinate shift assignments and requirements with staff recruitment and replacement.
3.0	<b>Ensure that food service staff are assigned to and briefed on their specific duties.</b>
3.1	<b>Document hours worked daily by local volunteers and facility personnel.</b>
4.0	<b>Use available food stocks.</b> When the shelter first opens, there <b>may be limited stocks of food available.</b> If this is the case, <b>do what you can with food stocks within the facility</b> , and with <b>supplies you are able to acquire from the community.</b> <b>If necessary, ration food.</b>
4.1	<b>Once you are receiving food supplies regularly, consider the following:</b>
4.2	<b><u>Do not duplicate</u> primary (entrée) menu items more than once every five days</b> , if possible
4.3	Keep menus simple.
4.4	Use USDA foods when available. Purchasae at wholesale. Observw purchasing procedures such as authorization limits.

### Shelter Food Service Tasks

4.5	If staffing levels are low, order convenience-packaged items, such as ready-made coleslaw, beef stew, etc., to save work.
4.6	Plan menus around equipment you have on hand for preparation.
4.7	Listen to your shelter residents and staff. If you are serving the items that are not liked, change them as soon as possible.
4.8	Be aware of weather conditions. If it is hot, serve more cold or chilled foods; if it is cold, serve more hot items.
4.9	<b>Plan for 2,500 calories per day per person, three meals per day, and at least one hot meal per day. Try to serve nutritious snacks between meals and have beverages available during the day.</b>
4.10	Coordinate special diet requirements with Disaster Health Services. Usually, products low in sodium and sugar will meet most needs.
4.11	<b>Determine how many servings should be prepared. Add 10 % to the number of persons expected to be served.</b>
4.12	<b>If water is in short supply, use it only for drinking and cooking. Plan a minimum of 1 gallon of water per day per person for drinking.</b>
4.13	<b>Use perishable food first; rotate stock.</b>

### Shelter Food Service Tasks

5.0	<b>Keep a record of all food and supplies obtained and/or received, including amounts and sources.</b>
5.1	Keep receipts for all food and supplies that your unit acquires locally.
5.2	Record any food supplies belonging to the facility that were used.
5.3	Record any breakage of facility-owned equipment.
6.0	Process invoices promptly for payment (by the Red Cross); keep copies.
7.0	<b>Ensure restocking orders are based on need by doing regular inventories.</b>
7.1	Watch inventory level and the numbers of meals served.
7.2	Adjust orders as needed.
7.3	Reduce orders as shelter feeding winds down.
8.0	<b>Ensure that food areas are kept clean and sanitary, and that food holding times and other sanitary procedures are followed.</b> Arrange for the local public health inspector to visit and advise you on local codes and health laws. Coordinate this with Disaster Health Services.
9.0	<b>Provide the shelter manager with daily statistics on the number of meals and snacks served (for the shelter report).</b>
9.1	A meal usually equals an entrée, vegetable, fruit, starch, and beverage.
9.2	Three items equal a snack.
9.0	Three snacks equal a meal.
10.0	<b>Attend staff meetings and report food service statistics and any accomplishments, problems, or recommendation.</b>

### Shelter Food Service Tasks

<b>Close Shelter</b>	
<b>Task #</b>	<b>Task</b>
1.0	Coordinate with the shelter manager for the last meal to be served.
2.0	<b>Our goal is to end up with no excess supplies.</b> If there are any, however, consult with the shelter manager about how excess supplies will be disposed of. Return supplies according to plan, including the following:
2.1	Inventory all remaining facility supplies.
2.2	Restock food and food service supplies that were taken from the facility's stores, including USDA food. (Check original shelter food inventory report.)
2.3	Inventory remaining supplies received from vendors. Make arrangements for the return of excess supplies.
3.0	Thoroughly clean food service and food preparation areas.
4.0	Provide worker evaluation and debriefing.
5.0	Turn in all records and other documentation to the shelter manager to forward to the Red Cross Chapter. (Turn in through shelter operations.)
6.0	Prepare thank-you <b>list of other voluntary organizations, vendors, and staff to be thanked or recognized.</b>
7.0	<b>Forward all volunteer staff lists to the local Disaster Volunteer function/chapter</b> for recognition and chapter capacity building.
8.0	Prepare a narrative report on the shelter operation and submit to your Red Cross shelter supervisor. Include:

### Shelter Food Service Tasks

	Shelter location
	Dates of operation
	Summary of services provided
	Problems
	Recommendations

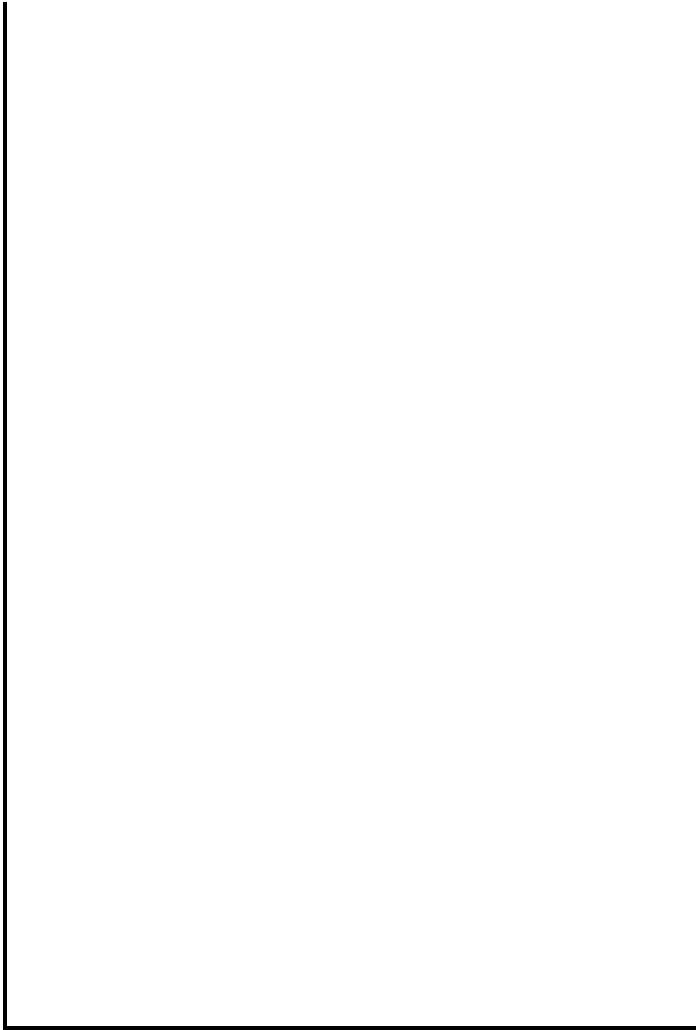
## Shelter Manager Tasks

Task #	Task
General	If clients are already waiting at the shelter, the building may be open, with clients inside.
General	It is possible that facility representatives or government authorities have already assumed leadership of the shelter
<b>Critical Tasks</b>	
1.0	ID yourself to any leadership at the site. Introduce yourselves and say that you are the Red Cross. Offer your assistance and support in getting the shelter up and running
2.0	Ask for volunteers to help get things up and running more quickly
3.0	<b>Immediately assign people to the following tasks:</b>
3.1	Get people to safety and out of the weather. Set aside an area for people to wait comfortably. Explain why it is necessary for them to wait in this area.
3.2	Set up registration area
3.3	Establish crowd control and traffic patterns, both inside and outside
3.4	Post Red Cross signs and shelter rules
3.5	See 5.6 below: After/during building inspection, identify all shelter areas in facility: mark with temporary paper sheets.
3.5	Guide media (if present) to waiting area, and brief them as soon as possible
4.0	Contact relief headquarters or Red Cross chapter
4.1	Confirm your arrival and situation

## Shelter Manager Tasks

5.0	<b>Once tasks are assigned, shelter manager and/or shelter logistics will:</b>
5.2	Conduct a pre-occupancy inspection using Statement of Agreement and Facility Survey (if they already exist)
5.3	Negotiate and sign Facility Agreement ( <b>Form 6621</b> )
5.4	Conduct pre-occupancy inspection using Self-Inspection Worksheet Off-Premises Liability Checklist ( <b>Form 6505</b> )
5.5	Assess general condition of the facility, citing pre-existing damage
5.6	Shelter Manager/shift leader should determine how the space will be allocated
	After/during building inspection, identify all shelter areas in facility: mark with temporary paper sheets.
6.0	Establish feeding, at least beverages and snacks
7.0	Once these tasks are completed, regroup the shelter team and assign more formal roles and responsibilities.
8.0	Common tasks: determine location of shelter manager's work station (in Shelter Operations Center) and why; determine resources needed: number of staff, (shelter manager and shift leader), tables, chairs, communications (phone/radio). Provide this information to shelter operations lead for integration into the shelter operations plan.

## Shelter Manager Tasks



## Shelter Manager Tasks

Open Shelter	
Task #	Task
General	<b>Think and plan from now to 48 hours out</b>
1.0	Establish contact with building representative and activate (open) the building when it is ready
1.1	If clients are waiting, may need to partially activate the building immediately
2.0	Conduct Pre-occupancy inspection (use forms from Shelter Manager's Kit- Forms & Publications)
2.1	Use Statement of Agreement (Form 6621)
2.2	Use Facility Survey (Self-Inspection Worksheet Off-premises Liability Checklist (Form 6505)
2.3	Negotiate and sign Form 6621
2.4	Conduct pre-occupancy inspection using Form 6505
2.5	Assess general condition of the facility
2.6	Site pre-existing damage
3.0	Establish and maintain contact with the Red Cross chapter or Emergency Operations Center (EOC)
4.0	Survey and layout space plan for the shelter
	After/during building inspection, identify all shelter areas in facility: mark with temporary paper sheets.

### Shelter Manager Tasks

4.1	Make a shelter layout drawing; make copies, if possible, for posting and distribution to shelter area leads
5.0	<b>Organize and brief staff. Assign staff to perform tasks on the following checklists:</b>
5.1	Registration
5.2	Dormitory
5.3	Feeding
5.4	Disaster health services
5.5	Disaster mental health services
5.6	Staff recruitment and placement
5.7	Logistics

## Shelter Manager Tasks

5.8	Information
5.9	Other client services
5.10	Communications (shelter operations center)
6.0	<b>Project staffing and support requirements for the next 48 hours. Notify the Red Cross chapter.</b>
6.10	<b>Staff Requirements</b>
6.11	Identify shifts (2 or 3 per day)
6.12	Identify people per area per shift
6.13	Health and mental health support
6.14	What staffing is needed from Red Cross
6.15	Bi-lingual speakers
6.16	Public Affairs
6.20	<b>Support Requirements</b>
6.21	Formulate feeding plan
6.22	Estimate food requirements
6.23	Identify food sources: day 1; day 2; day 3
6.24	Identify cots and blankets needed
6.25	Communication equipment (phones, hand radios, HAM radio)
6.26	Signs and information posters; poster materials
7.0	Order startup supplies and equipment: security, HAM radio operators/hand held radios, disaster health services staff
8.0	Coordinate recruitment of additional personnel. Encourage involvement of shelter residents as workers
9.0	Assess feeding options and discuss recommended solution with supervisor. Meet with Red Cross Food Services supervisor (if possible)
9.1	First meals: keep it simple and easy to reduce workload, planning, and resources and emphasize speed/timeliness (have meal delivered by vendor (restaurant) or Red Cross
10.0	<b>Establish a shelter log reporting process.</b>
10.1	Key on the Red Cross Shelter log for the type of information reported.
10.2	Use a simple form for recording events, incidents, information in each shelter area.
10.3	Establish reporting times for each shift and the flow of information between staff and residents.
10.4	Keep staff and residents informed.
11.0	Put up shelter identification (signs and posters) inside and out (see shelter kit for signage, English and Spanish). Add signs and posters as needed.
12.0	Forward shelter registration forms to Red Cross headquarters
12.1	Provide copies for Disaster Welfare Inquiry and Family Services

## Shelter Manager Tasks

<b>Operate Shelter</b>	
Task #	Task
General	<b>Implement current day, but think and plan 48 hours out</b>
1.0	Maintain regular communications with the Red Cross shelter coordinator or supervisor
1.1	Use whatever equipment is available: phone, hand held radio, HAM radio, computer email/Web link
1.2	Provide Shelter Daily Report information
1.3	Discuss supply needs (personnel, food, and equipment), problems, and plans.
2.0	Set up a meeting schedule for shelter staff and residents.
	Ensure that the physical and mental needs of the residents are being met.
	Develop plans to meet these needs (think 48 hours out).
	Request assistance from the Red Cross if necessary.
3.0	Information management: Ensure shelter residents are receiving updated information about the disaster, the recovery process and all the resources available to them.
4.0	Forward (daily) a copy of new registrations to Disaster Welfare Inquiry and Family Service units
5.0	Establish standard shift schedules for staff: usually 9 to 13 hours.
	9 hours for 3 shifts
	13 hours for 2 shifts

### Shelter Manager Tasks

6.0	<b>Conduct staff meetings:</b>
	Updates on disaster response and shelter operations
	Direction and advice from Red Cross chapter
	Status of problems and resolutions
	Identify needs for clients and staff, supplies and equipment.
	Address rumors.
7.0	Monitor disaster and response efforts; plan for closing the shelter (part of the 48 hour look/plan ahead strategy)
8.0	Logistics management:
8.1	Process in place to report, track and account for expenditures (for all areas): bills, invoices, materials, and local volunteer records
8.2	Develop plans for maintaining the shelter until it closes (48 hour outlook): supplies and staffing.

### Shelter Manager Tasks

8.3	Inspect safety and sanitation of the facility (routinely: set times) Kitchen, dorm, bathrooms, registration, exterior
	Ensure health standards and clients' needs are being met
9.0	Meet regularly with building representative to share concerns and resolve potential problems.
10.0	Feeding: work with clients and Red Cross feeding supervisor to ensure appropriate menus are being planned that reflect the preferences of the shelter population.

## Shelter Manager Tasks

<b>Close Shelter</b>	
<b>Task #</b>	<b>Task</b>
1.0	Coordinate plans to close shelter well in advance:
	Contact Red Cross shelter supervisor and community
2.0	Coordinate with Red Cross Family Services to ensure timely and appropriate placement of remaining shelter occupants
3.0	Communicate with any remaining residents the plan for closing the shelter. Encourage/ensure all to contact Family Services.
4.0	Consult with Red Cross shelter supervisor about disposition of all Red Cross and USDA food supplies.
5.0	Ensure logistics staff:
5.1	Complete inventory of all supplies owned by the facility that were used in the shelter; <b>forward inventory report to Red Cross shelter supervisor.</b>
5.2	Return all rented and borrowed equipment to owners. <b>Send signed receipt to Red Cross shelter supervisor.</b>
5.3	Arrange for cleaning of the facility. Have it returned to pre-occupancy condition or as close as possible.
5.4	Return all Red Cross supplies and equipment to the chapter or central storage facility. <b>Submit a list of all items returned to the Red Cross to the Red Cross shelter supervisor.</b>
5.5	<b>Forward all pending financial commitments to the Red Cross shelter supervisor for payment. Ask suppliers to send their bills to the Red Cross shelter supervisor.</b>
6.0	Consult with the Red Cross shelter supervisor about transfer or release of staff
7.0	Remove all Red Cross ID materials (signage and posters, etc.) from the facility. Inventory and store signs in Red Cross shelter kit.
8.0	Prepare thank-you <b>list of other voluntary organizations, vendors, and staff to be thanked or recognized.</b>

### Shelter Manager Tasks

9.0	<b>Forward all Mass Care shelter files to the chapter.</b>
10.0	<b>Forward all volunteer staff lists to the local Disaster Volunteer function/chapter</b> for recognition and chapter capacity building.
11.0	Prepare a narrative report on the shelter operation and submit to your Red Cross shelter supervisor. Include:
	Shelter location
	Dates of operation
	Summary of services provided
	Problems
	Recommendations