

## Shelter Team Cross-Training Session #2: Tuesday, April 12, 7:00-8:30 pm: classroom 10/11

### Training sessions outline:

#### Training session #2: Tuesday, April 12, 7:00-8:30 pm: classroom 10/11

- Tasks: concentrate on those related to opening the shelter
- Training leads:
  - Shelter Operations: Dan Dupont and Kirk Orris
  - Information: Dave Gibson and Mike Reardon
  - Communications: Jim Jones
- Training time line (only a guide)
- 6:30-7:00 pm: Set up training classroom 10/11
- 6:45-7:00 pm: Team arrival and sign-in
- 7:00-7:45: Training overview and Shelter Operations tasks
- 7:45-8:15: Information tasks
- 8:15-8:30: Communications tasks
- 8:30 Cleanup

### **Shelter Operations: 7:00-7:45:**

#### Key Tasks:

#### Shelter Team Member Preparation (What to bring):

- Personal: prepare shelter kit bag. See Tips for Shelter Workers (Shelter Team Web page). Include tablet, pen/pencil for taking notes.
- Bring updated copy of shelter tasks for your assigned shelter area. (Shelter Team Web page)
- Bring current copy of shelter team phone tree. (Shelter Team Web page)
- Bring current copy of shelter building diagram. (Shelter Team Web page)

**Shelter Operations: Open shelter tasks (advanced notice and Shelter Team is present):**

- 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.
- 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.
- Receive, record and maintain Shelter Log information from the shelter area staff members.
- Send Shelter Log reports and other shelter information to Red Cross chapter and Emergency Operations Center.
- The following shelter team members will use the shelter operations center:
  - Shelter manager, shift leader,
  - Information lead
  - Communications coordinator,
  - Staff recruitment lead,
  - Logistics lead,
  - Administration coordinator,
  - Shelter operations center lead.
- 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.
- Common tasks for all shelter areas: coordinate with all shelter areas to determine the location of each shelter area ; determine resources needed for each: (number of staff, (cots, blankets, comfort kits for clients), tables, chairs, communications (phone/radio)).
- Coordinate the set up the operations center with the other shelter area leads for Staff Recruitment & Replacement, Administration, Information & communications, and logistics:
- Note: If the Red Cross provides a HAM operator radio
  - Provide operating space and tables in the Operations Center or in another room.
- Shelter Administration lead
  - Support the flow of information about recovery matters and the operation of the shelter through admin functions.
  - Receive, record and maintain Shelter Log information from the shelter area staff members.
  - Prepare initial shelter report for opening the shelter.

**Information tasks: Open shelter tasks (advanced notice and Shelter Team is present):**

- Assist shelter manager in opening and setting up the shelter
- Common tasks: determine location of shelter area and why;
  - Set up work space in shelter operations center.
  - Determine resources needed: number of staff, tables, chairs, communications (phone/radio).
  - Provide this information to the shelter manager or shelter operations.
- Post shelter identification and information signs outside and inside the shelter, as appropriate.
  - Get signs from the shelter kit.
  - Signs for all rooms are in a reference book.
  - All signs should be bi-lingual (English/Spanish).
- Identify location of disaster information bulletin board for residents.
- Identify the press briefing room location. Ensure it location prevents/impedes access to shelter residents (ensures residents' privacy).
- Identify information lead's location in shelter operations center.
- Coordinate communications plan for the shelter.
  - Collaborate with Shelter Manager, Shelter Operations lead and Communications lead.
  - Identify key phone numbers: for shelter, shelter team, Red Cross EOC, and police, etc. Post to Shelter Communications Form Report.
  - Identify whether the Red Cross will provide a HAM radio operator.
- Coordinate with the Communications lead for the distribution of hand held radios to shelter team staff.
  - Implement a distribution plan.
  - Assign radio frequencies to shelter areas.
  - Publish radio distribution plan/allocation of frequencies
    - Provide sign-out sheet to account for radios
    - Shelter Team radios.
    - Red Cross Radios
- Coordinate with the Communications lead for the distribution of hand held radios to shelter team staff
- With the Communications lead, coordinate with shelter operations for sending and receiving messages using the HAM Radio operator.
  - Coordinate logistics support for the HAM radio operator.

**Communication tasks: Open shelter tasks (advanced notice and Shelter Team is present):**

- 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 shelter team may have hand held radios provided by the parish. (We currently have 6 radios, stored in the Shelter Team cabinet).
  - Meet with the shelter manager to determine the appropriate location of radios.
  - Identify which people will have the authority to transmit messages.
- Establish communication contact with Red Cross headquarters/Emergency Operations Center. Coordinate this action with the Shelter Operations Lead and Shelter Manager.
  - 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.
  - Brief the shelter staff on who have the authority to send messages to the Red Cross via the radio.
  - 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.
- Assist the Information lead with implementing the communications plan for the shelter.
  - Collaborate with Shelter Manager, Shelter Operations lead and Information lead.
  - Identify key phone numbers: for shelter, shelter team, Red Cross EOC, and police, etc. Post to Shelter Communications Form Report.
  - Identify whether the Red Cross will provide a HAM radio operator.
- Coordinate with the Information lead for the distribution of hand held radios to shelter team staff.
  - Implement the distribution plan.
  - Assign radio frequencies to shelter areas.
  - Publish radio distribution plan/allocation of frequencies
    - Provide sign-out sheet to account for radios
    - Shelter Team radios.
    - Red Cross Radios
- Coordinate with shelter operations for sending and receiving messages using the HAM Radio operator.
  - Coordinate logistics support for the HAM radio operator.