



*medical
reserve
corps*

Introduction to Sheltering for MRC Volunteers



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Agenda

1: Different Types of Shelters

2: Individual Considerations

3: Shelter Roles and Responsibilities

4: Client Interactions in a Shelter



Purpose of Shelters

- Provide
 - Food and water
 - Temporary residence
 - Client services
 - Safe space





Diversity in Shelters

- **Clients** in shelters are often from diverse backgrounds
- Variety of different:
 - Cultures & languages
 - Lifestyles
 - Ages
 - Abilities—physical and cognitive
 - Medical needs
 - Socioeconomic statuses
 - Experiences & beliefs



Photos from FEMA



Reasons Shelters are Opened

Shelters may be different based on the event

| | Warning | No Warning |
|------------|-------------------|------------|
| Short-Term | Hurricane | House fire |
| Long-Term | Slow-rising flood | Earthquake |

May be opened for emergencies like hurricanes, tornadoes, floods, winter storms, fires, evacuations



Comfort Centers vs. Shelters

- Shelters—dormitory, food, and medical services
- Comfort centers/Personal Care Stations—for warming/cooling, may contain showers, clean water, ice, charging stations, food





Who is Responsible for Sheltering

- Government responsible for protecting citizens
- Local emergency management has ultimate responsibility
- May use Medical Reserve Corps, Red Cross or other NGO/Faith Based/Partner agencies for staffing & services



American Red Cross



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Agencies Involved

Different agencies have different policies and procedures in shelter administration:

- Different agencies have different policies and procedures in shelter administration. It is important to know your partners in advance, and although conflicts may arise, important to work together



Agencies Involved

- Local Emergency Management (municipal-based)—usually open shelters
- Local Municipal Public Health—provide staffing, determine if building, food, etc are safe
- MA Emergency Management agency (MEMA)—management of statewide operations, guidance to local emergency management
- Medical Reserve Corps & others –volunteers
- American Red Cross (4 models)—may also open shelters, usually regional
- Other agencies (support services)



Red Cross Shelter Models

American Red Cross is the Federal and Massachusetts Emergency Support Function #6 Lead (Mass Care)

1. Red Cross Shelters
2. Red Cross/Partner Shelters
3. Red Cross Supported Shelters
4. Independently Managed Shelters



Photo from Marilee Caliendo/FEMA



Red Cross Shelter Roles and Responsibilities

| ROLES AND RESPONSIBILITIES | | | | |
|--------------------------------------------|----------------------------------------------|------------------------------------------------------------------------------------------|------------------------------------------------------------------|---------------------------------------|
| | MODEL 1 | MODEL 2 | MODEL 3 | MODEL 4 |
| | Red Cross Shelters | Red Cross / Partner Shelters | Red Cross Supported Shelters | Independently Managed Shelters |
| Administrative Control | <i>Red Cross</i> | <i>Red Cross</i> | <i>Community Agency</i> | <i>Community Agency</i> |
| Shelter Operations Expenses | <i>Red Cross</i> | <i>Red Cross</i> | <i>Red Cross Assisted</i> | <i>Community Agency</i> |
| Adheres to Disaster Code of Conduct | Yes | Yes | Yes | No |
| Red Cross Branding | <i>Red Cross Only</i> | <i>Co-logo: "In Cooperation with"</i> | <i>"Supported by Red Cross"</i> | <i>None</i> |
| Liability | <i>Shared</i> | <i>Shared</i> | <i>Shared</i> | <i>Community Agency</i> |
| Reporting and Communication | Yes | Yes | Yes | No |
| Agreement to Use | <i>Standard Red Cross Shelter Agreement*</i> | 1) <i>Welcome Letter of Agreement</i> 2) <i>Standard Red Cross Shelter Agreement*</i> | <i>Shelter Support Services Agreement for Community Agencies</i> | <i>None</i> |

* The standard Red Cross shelter agreement is entitled *Agreement to Permit the Use of a Facility as a Red Cross Emergency Shelter*.



Notification

Never self deploy

Based on your unit's protocols and communication methods, you may

- Receive a standby notification
- Receive a request for volunteers

As a volunteer, you must then consider your response to this request, weighing many factors...



Personal Considerations

- To deploy or not to deploy?
- Personal and Family Preparedness
- Liability, supervision, and scope of work considerations
- What to do in order to be ready



To Deploy or Not to Deploy

- Coordinate other obligations you may have
- Consider physical health and tolerance for difficult work
- Consider the chaotic nature of a disaster event and the need for flexibility in the face of changing needs
- Emotional effects of disaster volunteering
- The upside is personal satisfaction in being able to help and a good learning experience



Reality Check

What it means to work in a shelter and what are realistic expectations?

- Power?
- Staffing?
- Safety and security?
- Supplies/equipment?
- Shifts –responsibilities and physical endurance?
- Shelter accommodations?
- Follow Incident Command System (ICS)?





Personal and Family Preparedness

- Personal and family preparedness plans should be in place:
 - Family Communication Plan
 - Emergency go-kit
 - Listen for information





Liability

- Patchwork of liability laws in Massachusetts
- Protection depends on several factors:
 - Your profession (physician, nurse, etc.)
 - Whom you were working for at the time you may have committed a negligent act (Employee, volunteer, private citizen?)
 - What you were doing at the time you committed a negligent act (Acting within scope of practice? Under supervision?)
 - Extent of your negligence (Simple or gross negligence?)



Breakout Session

Deployment—What to bring, prepare, and expect

- What should you bring with you if you are deployed?
- Who will you coordinate with?
- What do you expect once you are notified to be deployed?



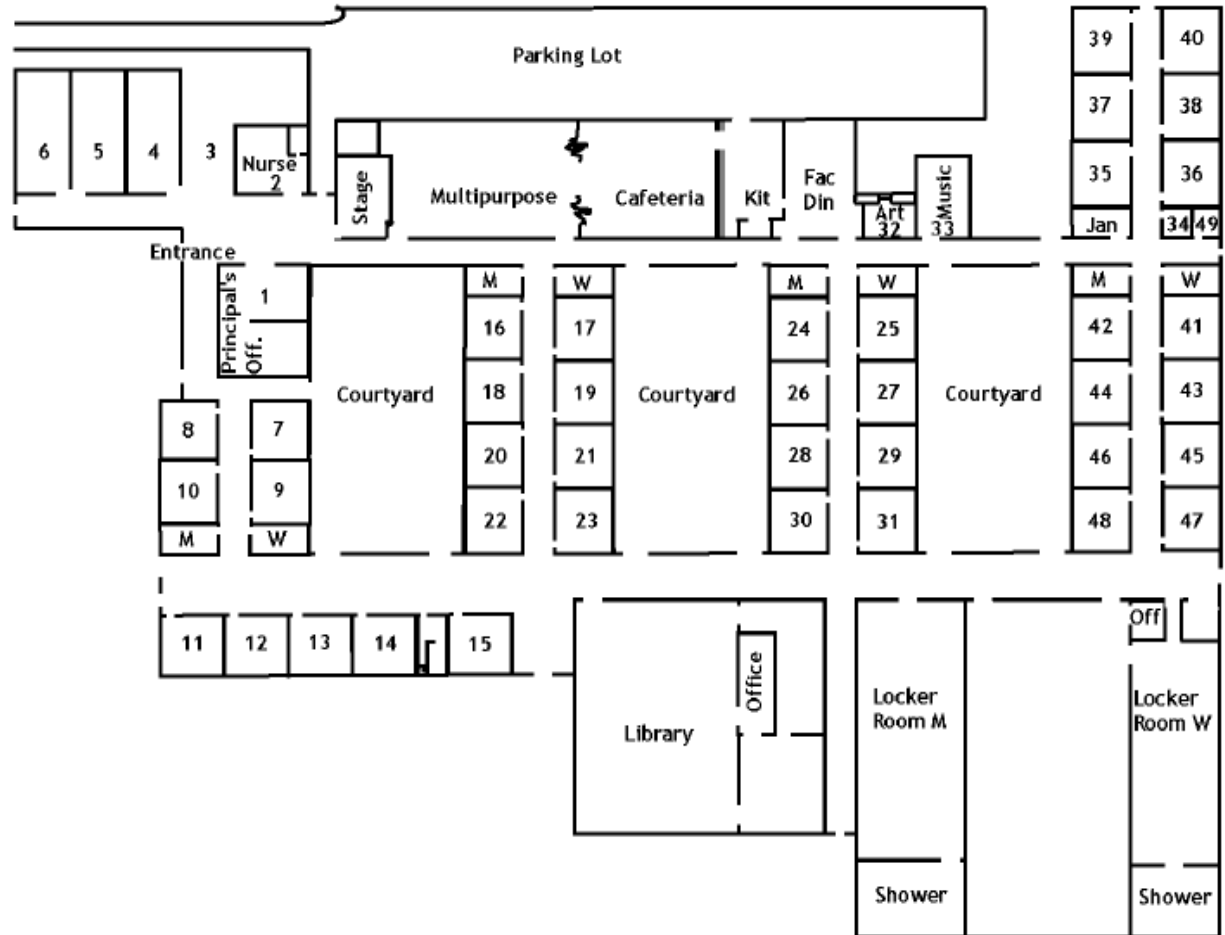
Roles & Responsibilities - Overview

- Different components of a shelter
- Use of Job Action Sheets (JAS)/Job Aids
- Just In Time Training (JITT) described
- Who's in charge
- Responsibilities during shift change
- Shelter set-up and break down
- Hot Wash overview



Shelter Lay-Out

- Client Registration
- Food Service
- Dormitory Areas
- First Aid
- Mental Health Counseling
- Animals and pets
- Recreation/ Entertainment
- Command Center
- Staff Break Area



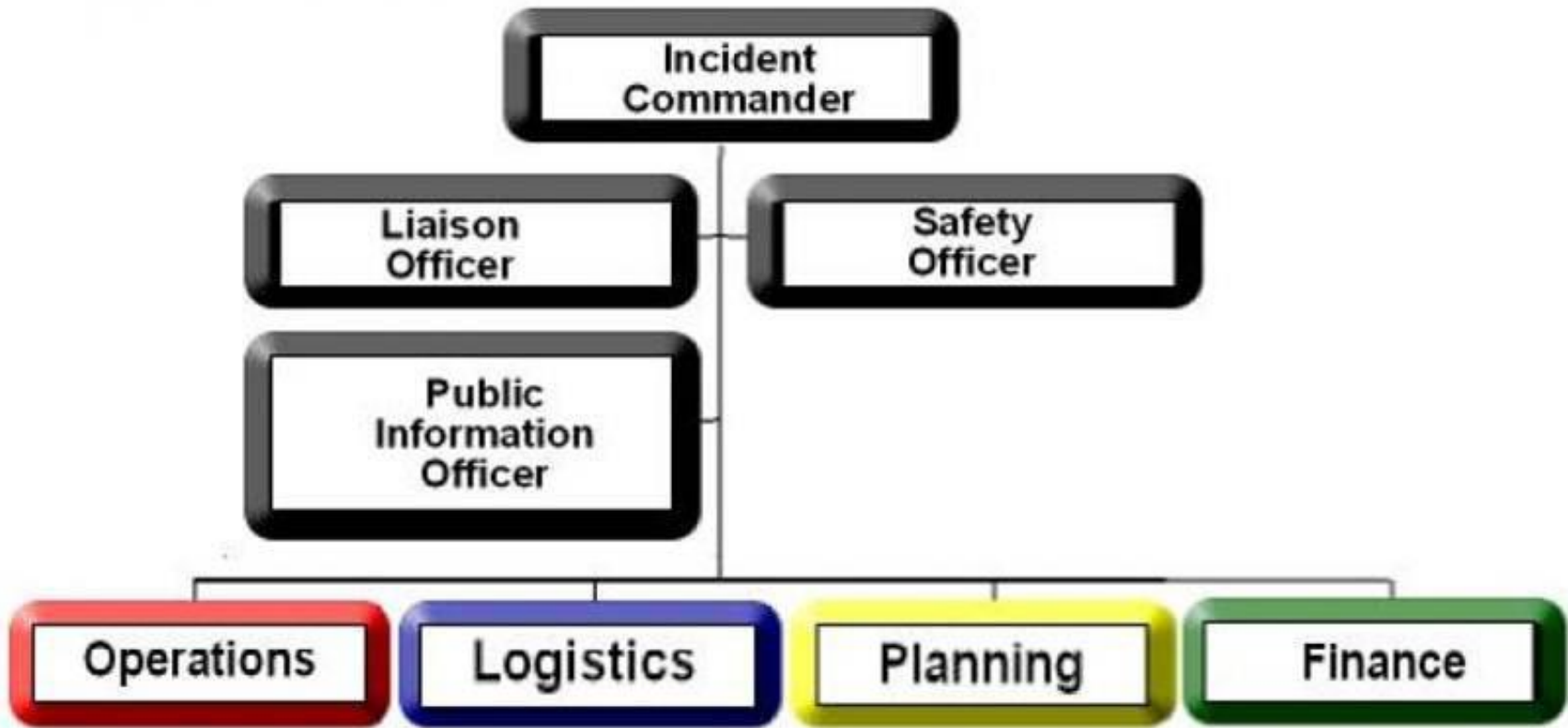


MRC Roles in a Shelter

- Client registration
- Food service
- Dormitory management
- Health and medical
- Children's services
- Mental health counseling
- Animals and pets
- Recreation

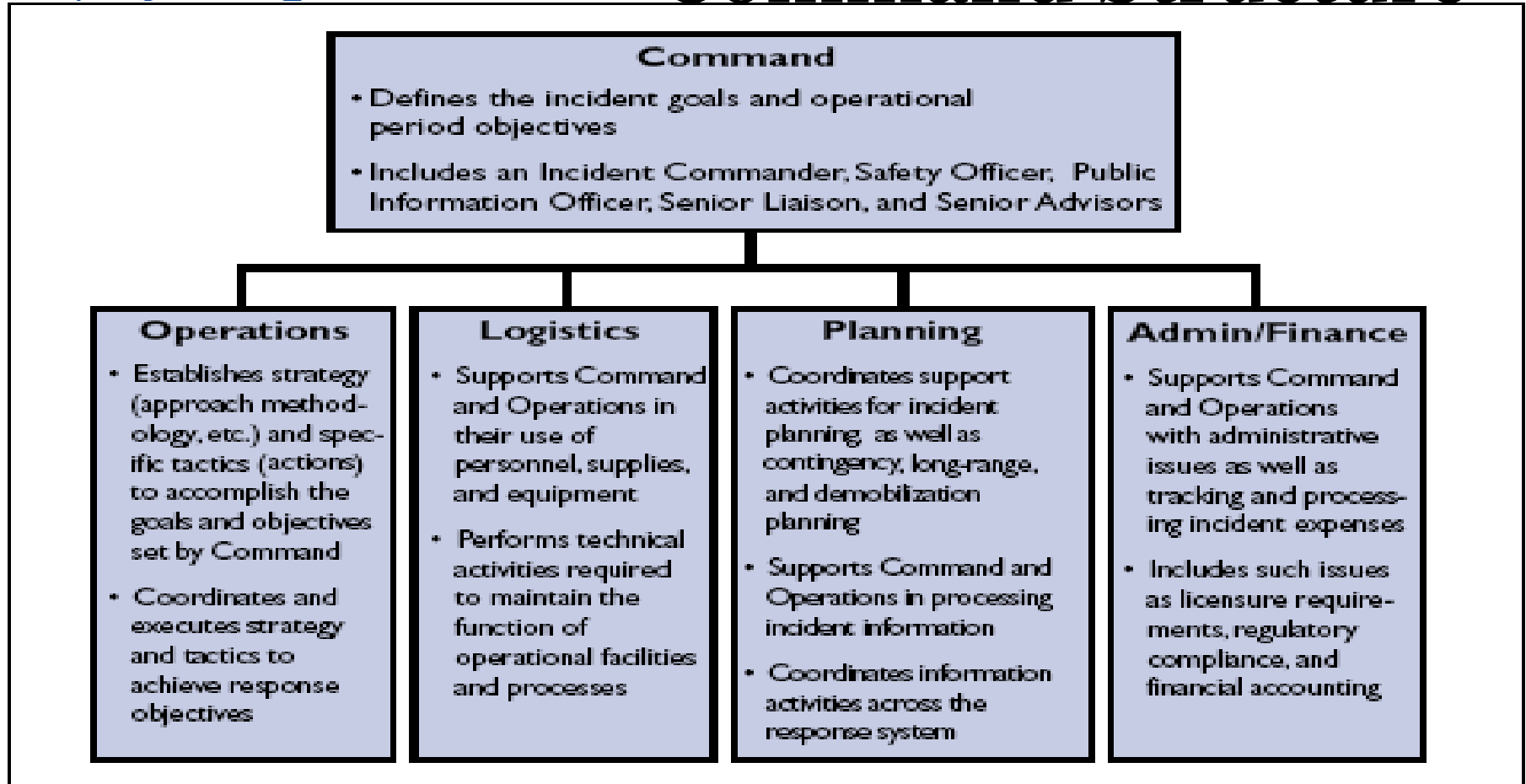


Shelter Incident Command Structure





Shelter Incident Command Structure





Job Action Sheets/ Job Aids

- Identify specific roles and responsibilities
- Clarify with supervisor if not provided



Photo courtesy of Springfield MRC



Job Action Sheets

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DRAFT | |
| Sample Job Action Sheet | |
| Greeter | |
| Supervisor: Clerical Unit Leader | |
| Mission: | To greet clients as they arrive/assemble, answer general questions, explain EDS process, and direct clients in need of immediate medical attention to Triage/First Aid Station. |
| Initial Action/Planning Phase | |
| <input type="checkbox"/> Report to Clerical Unit Supervisor and obtain identification <input type="checkbox"/> Attend staff briefing <input type="checkbox"/> Receive assignments from Clerical Unit Supervisor <input type="checkbox"/> Set up Greeting area <input type="checkbox"/> Identify additional supply needs and communicate to Clerical Unit Leader <input type="checkbox"/> Review educational materials on health threat and medications to be dispensed or administered <input type="checkbox"/> Familiarize self with EDS layout and personnel | |
| Operation Phase | |
| <input type="checkbox"/> Greet clients as they arrive/assemble, and answer their initial questions <input type="checkbox"/> Let clients know that all of their technical questions will be answered in the briefings and/or clinical screening process. <input type="checkbox"/> Provide or direct assistance to persons with special needs (i.e., disability or language). <input type="checkbox"/> Identify disruptive persons and notify security <input type="checkbox"/> Direct clients to the appropriate first station in clinic flow | |
| Deactivation Phase | |
| <input type="checkbox"/> Clean-up Greeting area <input type="checkbox"/> Pack and return unused supplies to Logistics Officer <input type="checkbox"/> Assist in the clean-up of the EDS <input type="checkbox"/> Complete all required documentation <input type="checkbox"/> Submit all required documentation to Clerical Unit Leader <input type="checkbox"/> Participate in recovery activities as directed by the Clerical Unit Leader | |





Just in Time Training

- Response skill sets vary
- May be asked to do online training in advance
- May also be briefed at arrival
- JITT: short, gives overview, covers roles & limitations



Photo from Upper Merrimack Valley MRC





Just in Time Discharging Residents

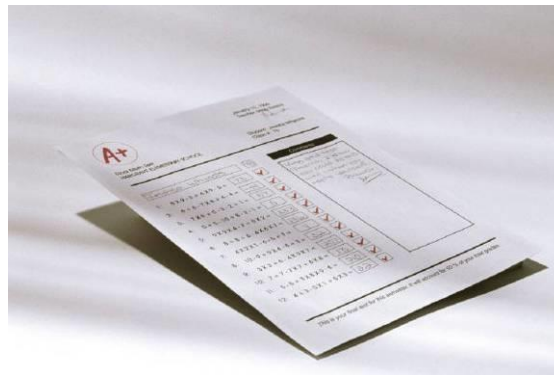
- Prior to discharging a client, complete the discharge form.
- If a client is returning home, the following should be determined by shelter staff:
 - Ask if the area is safe for return;
 - The home is habitable; utilities are restored
 - Prior in-home services are available, e.g. oxygen, home health, etc.
 - There is access to area businesses.
 - Assist with transportation to home if needed
 - Relay residents' concerns regarding discharge issues to admin shelter staff





Change of Shift

- Situation status — report out
- Facilities and personnel
- Work completed and in progress
- What went well and areas for improvement
- **Critical** for smooth transition





Client Interactions Overview

- **3 R's of Sheltering: Respect, Routines, Rules**
- **3 C's of Sheltering: Comfort, Communication, Cleanliness**
- **IRAA/Functional Needs**
- **Awareness of Cultural Competency**



Photo from David Fine/FEMA



3R's

Respect

- Respect all residents and staff members

Routine

- Establish a daily routine

Rules

- Establish ground rules
- Post prominently in multiple languages





3C's

Comfort

- Promote a relaxed atmosphere

Communication

- Communicate amongst all parties

Cleanliness

- Lead by example





C-MIST



C-Communication



M-Medical



I-Independence



S-Supervision



T-Transportation



Non-Discrimination Principles

Federal Law requires that every shelter adhere to FEMA's non-discrimination principles:

Self-Determination

Equal Opportunity

Physical Access

Effective Communication

No charge for services

No "one size fits all"

Inclusion/Integration

Equal Access

Program Modification

- Whenever choices are available, people with disabilities have the right to choose their shelter location, what type of services they require, and who will provide them.
- Preparations should be made for individuals with a variety of functional needs.



Functional Needs

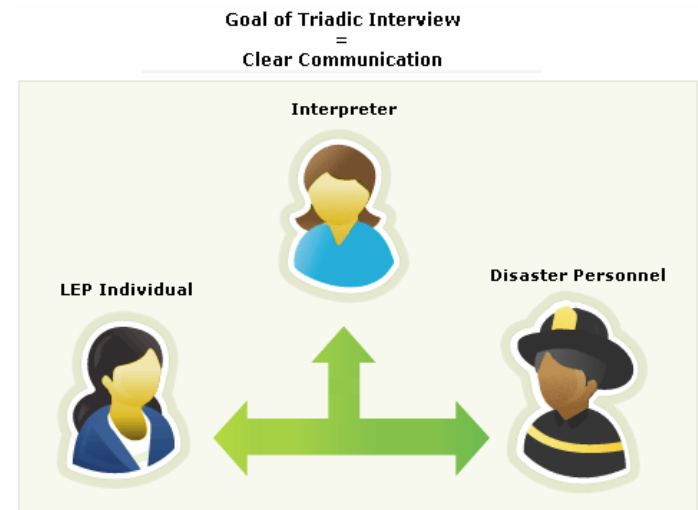
- Economic Disadvantaged-at or below the poverty level, homeless and working poor
- Language and Literacy-limited ability to read, speak, write and understand English, cannot read or have a low literacy
- Medical issues and Disabilities-physical, mental, cognitive, or sensory issues. Medically dependent.
- Isolation-separated from mainstream.
- Culture, religious beliefs or geographic location isolation
- Age-Infants and children as well as older adults





Maintaining Independence

- Activities of Daily Living (ADL) support
- General assistance
- Human service providers
- Service animals
- Translation/Interpreter





Cultural Competency

5 Elements:

1. Awareness and acceptance of differences
2. Awareness of own cultural values
3. Understanding and managing the “dynamics of difference”
4. Development of cultural knowledge
5. Ability to adapt activities



Volunteers Should. . .

- Not be put into any uncomfortable situations
- Request a job action sheet
- Approach the safety officer when necessary
- Report to and defer to managers when needed
- Be aware that a manager is always available as a resource
- Feel free to call your MRC Coordinator if needed



Resources

- Show Me Tool
- Translation resources
- MEMA Quick Series booklets
- American Red Cross 3 Panel translator boards
- Signage
- Personal Assistance Services (PAS) listing
- Voluntary Organization Active in Disaster (VOAD) listing
- Cultural Competency Resources





Acknowledgements

- Content for this course was adapted from:
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 - Western Mass Sheltering Project and MRCs
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