

County of Orange and Orange County Operational Area



Mass Care and Shelter Annex ATTACHMENTS

2018

Attachments

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Attachment A – ARC MOU

I. Purpose

The purpose of this Memorandum of Understanding ("MOU") is to define a working relationship between The American Red Cross (hereinafter "Red Cross") and the County of Orange (hereinafter "County"), its lead Emergency Management agency, and other departments, agencies, and offices in preparing for, responding to, and recovering from emergencies and disasters. This MOU provides the broad framework for cooperation and support between the Red Cross and the County in assisting individuals, families and communities who have been or could be impacted by a disaster or an emergency. It also provides the descriptions of readiness and response activities, such as planning, training, exercising and resourcing, and the clarification of roles and responsibilities of the Red Cross and the County to the community and other agencies.

II. Parties

A. County of Orange

The County is authorized to provide for the organization, mobilization, coordination and direction of disaster response services, both public and private, during a disaster. Such authority is granted by the California Emergency Services Act, State of California Emergency Plan, State of California Master Mutual Aid Plan, Orange County Emergency Ordinance, County of Orange Emergency Plan, Orange County Operational Area Emergency Plan, Orange County Operational Area Agreement, Orange County Mass Care and Shelter Annex, the Federal Disaster Relief Act, and the California Health and Safety Code, section 1797.200, et. seq.

The County may by contract, or otherwise, accept and utilize the services and facilities of the Red Cross, and may distribute through the Red Cross medicines, food, and other consumable supplies of emergency assistance.

The Red Cross coordinates its overall disaster program through public safety and emergency service efforts. Disaster services are coordinated with local authorities, including the Orange County Sheriff's Department Emergency Management Division.

B. American Red Cross

1. Services to help people prepare for, respond to, and recover from disasters

Founded in 1881, the Red Cross is the nation's premier nonprofit disaster management organization. As part of a worldwide movement that offers neutral and impartial humanitarian care, the Red Cross is a nongovernmental organization that mobilizes communities to aid people affected by or at risk of disasters with the aim of preventing and alleviating suffering. The Red Cross provides disaster cycle services without regard to race, color, national origin, religion, gender, age, disability, sexual orientation, citizenship or veteran status. It follows the Fundamental Principles of the International Red Cross and Red Crescent Movement. The Red Cross is closely integrated into community preparedness, response, and recovery efforts, including those of

federal, tribal, state and local government and other nongovernmental organizations. Our goal is to work with multi-sector partners to help individuals, families, and communities prepare for, respond to, and recover from natural and manmade disasters of all sizes.

By congressional charter dated January 5, 1905 (Title 36 of the United States Code, Section 3001) and subsequent statutes (Public Law 93-288), nationwide, the Red Cross has been designated the lead agency through which the American people voluntarily extend assistance to individuals and families in need as a result of disaster. The Red Cross does not have the power to surrender the mandate created by its charter. The legal status of the Red Cross as a unique instrumentality has been confirmed by a unanimous decision of the U.S. Supreme Court in Department of Employment v. United States, 385 U.S. 355 (1966). The Red Cross mitigates suffering by meeting the urgent needs of victims and emergency workers in advance of a potential disaster or immediately after a disaster strikes.

The Red Cross provides disaster cycle services pursuant to its Bylaws and other internal policies and procedures as well as its Congressional Charter (USC 36 §300101-300111). In the Charter, Congress authorized the Red Cross "to carry out a system of national and international relief in time of peace, and apply that system in mitigating the suffering caused by pestilence, famine, fire, floods, and other great national calamities, and to devise and carry out measures for preventing those calamities."

a. Preparedness

The Red Cross vision for preparedness is that we, together with community leaders, partners and other stakeholders have built community capacity and capability to survive, to minimize suffering and to recover quickly after a disaster or emergency; and that together we have made preparedness a cultural norm all across the nation. The components for achieving this vision include:

- Assessing community hazards, priority risks, needs and asset;
- Engaging the community in preparedness;
- Enabling individuals and families and organizations to take preparedness actions;
- Leveraging our national network of volunteers and our ability to engage partners in direct preparedness actions within communities nationwide;
- Working with social service organizations and schools to help them, their clients and students survive and recover quickly from a disaster;
- Reinforcing preparedness for people and organizations who have taken preparedness actions.

b. Response

The Red Cross vision for response is to alleviate human suffering in the face of emergencies by mobilizing and organizing community resources to meet the immediate life-sustaining needs of individuals, families and communities affected by disaster; to lay the groundwork for long-term recovery; and to build resilience for future events.

The range of services necessary to achieve this vision will vary based on the needs of those affected and the scale of the disaster. Additionally, there is often overlap between the provision

of response and recovery services. The blending of the two processes is necessary for seamless service to individuals, families and communities. Response services most commonly include:

- Home Fire Response Services
- Sheltering
- Feeding
- Health Services
- Mental Health Services
- Spiritual Care Services
- Reunification
- Distribution of Relief Supplies
- Information and Referrals

c. Recovery

The Red Cross vision for recovery is to provide a standard and scalable set of services that align with available resources to bridge the gaps between client resources and serious human needs and that result in a similar set of assistance for similarly situated clients. Recovery services most commonly include:

- Community Recovery Strategy Development
- Casework/Recovery Planning
- Direct Client Assistance
- Community Preparedness & Resiliency Building

For large and/or complex recovery operations, where significant donor resources are available, expanded services or assistance may be provided.

2. Services Related to the National Response Framework

The Red Cross is a co-lead for the mass care component of Emergency Support Function (ESF) #6 of the National Response Framework (NRF). In this role, the Red Cross engages in a variety of activities to support states in their planning, coordinating and executing of mass care programs and strategies. The Red Cross also takes a leadership role in working with other non-governmental organizations and private companies that provide services during a disaster. Additionally, the Red Cross is a support agency to other ESFs – including ESF-8 and ESF-15 – in the NRF.

3. Services Related to the National Recovery Framework

The Red Cross is among the supporting organizations for three Recovery Support Functions: Community Planning and Capacity Building; Health and Social Services; and, Housing. In these roles, the Red Cross engages at the headquarters level, as well as at the Federal Emergency Management Agency (FEMA) regional level, to provide insight and assistance in planning by

drawing on Red Cross experience and representing the perspective of non-governmental organizations and private entities that provide recovery services.

4. Organization

The Red Cross is chartered by the United States Congress to provide humanitarian services. Its national headquarters, located in Washington, D.C., is responsible for implementing policies and procedures that govern Red Cross activities and provides administrative and technical oversight and guidance to its 62 regions in seven divisions. Each region has certain authority and responsibility for carrying out Red Cross disaster preparedness, response and recovery activities, delivering local Red Cross services, and meeting corporate obligations within the territorial jurisdiction assigned to it. Each region is familiar with the hazards of the locality and surveys local resources for personnel, equipment, supplies, transportation, emergency communications, and facilities available for disaster relief. Regions also formulate cooperative plans and procedures with local government agencies and private organizations for relief activities should a disaster occur.

Through its nationwide network, the Red Cross coordinates its total resources for use in large disasters. In order to provide these services, the Red Cross will work with federal, tribal, state and/or local government for assistance and collaboration.

III. Cooperative Actions

The Red Cross recognizes the authority assigned to city mayors and local county officials and will share operating plans, priorities and objectives with the delegated emergency management staff of the local jurisdiction.

The County recognizes the national level roles and responsibilities designated to the Red Cross in the October 22, 2010 Memorandum of Agreement between FEMA and Red Cross.

The County recognizes the Red Cross as having mass care responsibility in domestic disasters and when activated, authorizes and will support and coordinate with the Red Cross in the execution of these duties.

The Red Cross and the County will coordinate their respective disaster cycle activities to maximize services to the community and avoid duplication of efforts in the following ways:

1. Explore ways to align business and operational processes and programs across the disaster cycle in an effort to make a more seamless disaster preparedness, response, and recovery experience for residents of the County.
2. Coordinate mutual activation of no-notice events through the established 24 hour notification point of contact and develop joint Standard Operating Procedures for ongoing communications, including use of electronic technology, radio communications, and other emergency coordination protocols.
3. Maintain close coordination, liaison activities, and support at all levels with conferences, meetings, and other means of communication. Include a representative of the other party in appropriate committees, planning groups and task forces formed to mitigate, prepare for, respond to, and recover from disasters and other emergencies.

4. During a disaster or emergency situation, the Red Cross will, at the request of the County, provide liaison personnel to the County Emergency Operations Center. The County will provide facility access and identification, work space, and, whenever possible, other required support, such as a computer, e-mail access and a designated phone line for the Red Cross liaison personnel assigned to the Emergency Operations Center.
5. The County will support the Red Cross in the use of the National Shelter System (NSS) and the Red Cross will coordinate shelter information sharing and reporting with the County.
6. The County will facilitate the Red Cross use of facilities for shelters and service delivery sites wherever possible. The terms and conditions of such use will be set forth in a separate agreement.
7. During disasters and emergencies, keep each other informed of the human needs created by the events and the services they are providing. Share current data regarding disasters, to include risk and hazard analysis, statistical information, social media verifications, historical information, emerging needs and trends, damage assessments, declarations, and service delivery plans.
8. Work together to develop plans, revise planning annexes, and identify resources to facilitate delivery of services to people with disabilities or other access and functional needs during a disaster.
9. Actively participate in reviewing and carrying out responsibilities outlined in the local emergency operations plans.
10. Both parties will ensure, to the fullest extent possible, that disaster operations within the County will be as accessible as possible to people with disabilities or others with access and functional needs, based on the American with Disabilities Act and related federal, state and local laws.
11. Prior to and during the time of disaster, keep the public informed of cooperative efforts through the public information offices of the Red Cross and the County and explore opportunities for collaboration to provide community, family, and citizen disaster preparedness within the County.
12. The County recognizes that the Red Cross is dependent upon voluntary public financial donations. In accordance with applicable laws and regulations, the County will support the Red Cross in locating and acquiring necessary resources in an emergency including a response to formal resource requests. Both parties will work together, as appropriate, to identify local sourcing solutions that expand disaster capabilities and enhance community resilience.
13. Both parties agree not to use or display any trademarks of the other without first receiving the express written permission to do so; however, the use of the trademarks of the other party is permitted for internal meeting notes and plans that are not publicly distributed and used during the normal course of business related to the purpose of the MOU. If either party desires to use the intellectual property of the other, the "requesting party" should submit the proposed promotional/marketing materials, press releases, website displays or otherwise proposed use of the trademarks to the "owning party" for review in advance of dissemination or publication.
14. The Red Cross will support the County in integrating the efforts of the non-governmental organizations (NGOs) and Collaborative Organizations Active in Disaster (COAD) that provide mass care services (e.g. Mass Care Feeding Task Forces) during disaster response operations.
15. Make training, educational and other developmental opportunities available to the other party's personnel and explore joint training and exercises. Encourage all staff and

volunteers to engage in training (e.g. ICS 300 and 400), exercises, and disaster response activities, as appropriate.

16. Widely distribute this MOU within the Red Cross and the County departments and administrative offices and urge full cooperation.
17. The Red Cross will coordinate communication with neighboring Red Cross Chapters impacted by disasters. Information shared will include:
 - a. Current shelter resident numbers.
 - b. The potential need for County support.
 - c. The need for mutual aid.
18. The Red Cross will track shelter residents/clients back into alternate facilities or back into the community.
19. The County will establish a Local Assistance Center to support the needs of affected community members.
20. The Red Cross and the County will assist in the coordination of transportation of shelter residents/clients to and from Local Assistance Centers as needed.
21. The Red Cross and the County will assist in the coordination of housing for displaced shelter residents/clients.

Attachment B – Links to ADA Integration Guidance

I. FEMA Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters

LINK: http://www.fema.gov/pdf/about/odc/fnss_guidance.pdf

II. U.S Department of Justice ADA Best Practices Tool Kit for State and Local Governments

LINK: <http://www.ada.gov/pcatoolkit/toolkitmain.htm>

III. U.S Department of Justice ADA Best Practices Tool Kit for State and Local Governments, Chapter 7, Addendum 3: ADA Checklist for Emergency Shelters

LINK: <http://www.ada.gov/pcatoolkit/chap7shelterchk.pdf>

Attachment C – Fundamental Principles of the Red Cross

Principles of Conduct for

The International Red Cross and Red Crescent Movement

And NGOs in Disaster Response Programs

Principle Commitments:

1. The Humanitarian imperative comes first.
2. Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone.
3. Aid will not be used to further a particular political or religious standpoint.
4. We shall endeavor not to act as instruments of government foreign policy.
5. We shall respect culture and custom.
6. We shall attempt to build disaster response on local capacities.
7. Ways shall be found to involve program beneficiaries in the management of relief aid.
8. Relief aid must strive to reduce future vulnerabilities to disaster as well as meeting basic needs.
9. We hold ourselves accountable to both those we seek to assist and those from whom we accept resources.
10. In our information, publicity and advertising activities, we shall recognize disaster victims as dignified human beings, not hopeless objects.

More information about the code of conduct can be found at <http://www.ifrc.org/en/publications-and-reports/code-of-conduct>

The Code Register

The International Federation keeps a public record of all the humanitarian organizations that become [signatories of the code](#). The contact details of each organization are verified.

Humanitarian organizations wishing to become a signatory to the code should download and complete the [registration form](#).

Attachment D – Shelter Forms



Shelter Client Welcome Handout

Disaster Cycle Services Job Tools
DCS JT Respond/Sheltering

Shelter Client Welcome Handout Instructions

Provide one copy of the *Shelter Client Welcome Handout* below to each family at reception or registration. This job tool should be used in conjunction with the following doctrine:

- Sheltering Standards and Procedures
- Job Tool: Operating a Shelter



Welcome to Your Red Cross Shelter

We hope your stay here will be as pleasant as possible, considering the circumstances. *American Red Cross disaster assistance is provided at no cost.* Please take a few minutes to read the important information below. As additional information becomes available, we will inform you as soon as possible. Please reach out to a shelter worker if you have any questions or concerns.

Everyone is Welcome	Everyone is welcome at a Red Cross shelter. The Red Cross does not discriminate based on nationality, race, religious beliefs, class, disability, political opinions, sexual orientation, or gender identity.
Service Animals	Service animals are welcome in Red Cross shelters. Service animals are trained to do work or perform tasks for an individual with access and functional needs, including those with disabilities. Service and assistance animals are not pets. Please speak with a shelter worker if your service animal is in need of food or supplies.
Pets	We understand that your pets are very important to you. To maintain a safe and healthy environment for all residents, however, pets are not allowed in this shelter. Please make arrangements for your pet before entering the shelter, and ask a shelter worker if you need assistance finding shelter for your pet.
Specific Needs	Please tell a shelter worker as soon as possible if you have any specific needs or requests for equipment, supplies, food, or cultural or religious requirements. Every effort will be made to accommodate your needs.
Reunification with Family and Friends	Let your family and friends know you are Safe and Well by registering on www.redcross.org/safeandwell . You can also re-register when you leave the shelter to let your family and friends know that you have moved on. Ask a shelter worker if you need assistance.
Food	Snacks and refreshments are available in the feeding area throughout the day. Meals will be served in the feeding area at the times posted on the schedule. If you have specific dietary needs, please let a shelter worker know as soon as possible. To avoid spills or attracting bugs, please keep all food and drinks out of the sleeping area. Water and baby bottles are permitted.
Medical Problems and Injuries	Please notify a shelter worker if you or a family member are taking medication or have a medical condition with which you need assistance or if you are not feeling well. Please notify a shelter worker if you observe anyone needing medical attention. Workers from Disaster Health Services are available to assist everyone in the shelter.
Emotional Support	Staying in a shelter following a disaster can be stressful. If you, your children, or any other family members are feeling stress, anxiety or the need to talk to someone, trained professional counselors are available to assist you 24 hours a day. Please ask a shelter worker to put you in touch with a Disaster Mental Health counselor.
Schedules	There will be a schedule posted to make sure you are aware of meal times, shower times, quiet hours, etc. Ask a shelter worker if you are unsure where the schedule is posted.

Children	Parents are responsible for supervising their children while in and around the shelter. Children should not be left unattended. In some cases, supervised areas for children may be provided. Ask a shelter worker if this service is available.
Check In/Out	We appreciate you checking in and out of the shelter every time you enter or leave the shelter. This helps us maintain a safe and secure shelter environment.
Dormitory Registration	Please register at the dormitory if you will be sleeping at the shelter. Registration allows us to gather the information we need to help you. All registration information is kept confidential.
Photographs	Your privacy and the privacy of all shelter clients are very important to us. Therefore, we do not allow photos to be taken of shelter clients without their written permission—including with cell phones or personal cameras. If you feel that your privacy has been violated, please inform a shelter worker immediately.
Housekeeping	Thank you for helping us to keep the shelter as clean as possible. We appreciate you picking up after yourself and following the bathroom courtesy guidelines that are posted in the restrooms. Please let a shelter worker know immediately if the restroom is in need of cleaning or supplies.
Quiet Hours	To ensure all residents can get the rest they need, quiet hours will be in effect each night during specified hours (usually 10:00 p.m.-7:00 a.m.). Please see the posted schedule or ask a shelter worker to confirm these times. Please keep the sleeping areas as quiet as possible during the day, as well, for residents who may want to sleep or rest.
Be Respectful	Be respectful to fellow clients and workers. Negative behavior, including foul language, abusive behavior, stealing, destruction of property, or other behavior that is disruptive to others, will not be tolerated.
Personal Belongings	Unfortunately, we cannot assume responsibility for your personal belongings. We recommend you lock your personal belongings in your car and out of sight. If that is not possible, keep valuable items with you.
Smoking	Smoking of any kind, including e-cigarettes and other smoking devices, is permitted outside the building in designated smoking areas only. For safety purposes, matches and lighters may only be used outside the building as well. Please dispose of cigarette butts and matches properly. Note: schools and some public buildings do not allow smoking on their campus. Please ask a shelter worker where smoking is allowed.
Alcohol, Illegal Drugs, and Weapons	To maintain a safe and welcoming environment for everyone, alcoholic beverages, illegal drugs, and weapons (including concealed weapons) are not allowed in the shelter or on the shelter grounds.

We appreciate any help you can provide while you are staying in the shelter.
If you would like to help, please tell a shelter worker.
Thank you for helping us to take care of your temporary home!



Daily Shelter Report

Disaster Cycle Services Job Tools
DCS JT-F Respond/Sheltering

Daily Shelter Report Instructions

This report is designed to collect and relay information to the Sheltering lead at the district or operation headquarters. The information is used for planning and reporting at the district or operation headquarters, as well as at the shelter. It is typically due in the early afternoon, covering all information gathered since the last report. Ask the Sheltering lead when it is due for this operation.

This is NOT the tool for reporting issues and concerns or for requesting staff, supplies, or support. Report issues and concerns directly to the sheltering lead by calling, texting, or emailing as agreed upon for this operation, and enter them into the appropriate shelter log. Request staff and supplies as directed in the [Job Tool: Operating a Shelter](#).

Submit this form daily to the sheltering lead at the time requested for this operation. Retain a copy on file at the shelter.

This job tool is used in conjunction with the following doctrine:

- Sheltering Standards and Procedures
- Job Tool: Sheltering Lead
- Job Tool: Operating a Shelter

Use this form following the steps below:

1. General Information:
 - a. Enter the date when the form is being completed.
 - b. Consult with the sheltering lead to identify the "DR Number" and the "Shelter Name/County."
2. Shelter Information:
 - a. Enter the shelter address.
 - b. Enter the phone number used to contact the shelter manager or his/her designee during the operation, most likely the cell phone assigned to the shelter for the operation.
3. Shelter Staff:
 - a. Enter the name and phone number of the individuals in each of the listed positions.
 - b. Enter the total number of *Sheltering* workers, including those listed in the "Shelter Staff" section of this form. Example: if the shelter manager and night shift supervisor are listed by name, and there is also one daytime shelter worker and two nighttime shelter workers, the total count would be five (5).
4. Other Functions or Activities Staff:
 - a. Enter the number of staff members working in the shelter assigned to other functions or activities.

- b. Enter a number for Feeding staff only if the workers in the feeding areas are assigned to the Feeding function. For example, if a *Sheltering* worker is in charge of the feeding area, they would be counted as a *Sheltering* worker. If a *Feeding* worker is assigned to lead the feeding area in the shelter, they would be counted as a *Feeding* worker.
 - c. If “other” staff are working in the shelter, make a note in the “Notes” section of what work they were assigned to do in the shelter.
5. Shelter Population:
 - a. Enter the number of individuals reported in the previous night’s shelter count, broken down by age group. See [Sheltering Standards and Procedures](#) for more information.
 - b. Enter the number of individuals in the shelter mid-day on the day of the report, broken down by age group. See [Sheltering Standards and Procedures](#) for more information.
 - c. Enter the total number of new registrations since the last report. This does not include clients who registered on previous nights and are returning.
6. Operational Reporting:

For each item, enter:

 - The number used today (since the last report);
 - The quantity available for immediate use in the shelter tomorrow;
 - The total quantity needed for use in the shelter tomorrow (whether or not it is currently available in the shelter).
 - a. Snacks and drinks are counted as individual items. Example: a piece of fruit, a granola bar, a bottle of water, and a soda are each counted, for a total of four (4) items.
 - b. Examples of “Other Bulk Items:” gloves, rakes, shovels, and full cases of water that are received at the shelter for distribution to clients.
7. Notes: enter high-level notes. Notes in this field do not replace notifications to the Sheltering lead.
8. Final Instructions:
 - a. Enter the name of the individual preparing the report.
 - b. Sign the report.
 - c. Submit the report as instructed by the sheltering lead and according to the [Job Tool: Operating a Shelter](#).

Daily Shelter Report

Include the county for reporting purposes.

Date: _____ Incident/DR#: _____ Shelter Name/County: _____

Shelter Address	
Shelter Phone Number	

Enter the phone number used to contact the shelter manager or his/her designee during the operation, likely the cell phone assigned to the shelter for the operation.

Sheltering Staff	
Position	Name
Shelter Manager	
Day Shift Supervisor	
2 nd Shift Supervisor	
Night Shift Supervisor	
Total Number of Sheltering Workers	Day Shift: _____ 2 nd Shift: _____

Include the individuals listed in this section in the count.

If a position is not filled, leave the line blank, or draw a line through it.

If there are only two shifts, leave "2nd Shift" information blank.

Other Functions or Activities Staff	
# Disaster Health Services:	
# Disaster Mental Health:	
# Disaster Spiritual Care:	

Number of workers from other functions / activities working in the shelter today (since last report).

This should match last night's shelter population count submission.

Shelter Population	
Age Groups (years):	0-3 _____ 4-12 _____ 13-17 _____ 18-24 _____ 25-34 _____ 35-44 _____ 45-54 _____ 55-64 _____ 65+
Nighttime Population Submitted Last Night:	
Daytime Population Today:	
Total NEW Shelter Dormitory Registrations Since Last Report:	

Enter today's mid-day population count. Refer to the Sheltering S&P for guidance.

New registrations, not included in previous reports. Typically received from registration area lead.

Operational Reporting											
	Break	Lunch	Dinner	Snack	Cots	Blankets	Comforters	Clean	Other	Signage	
# Used Today											
# Available to Use Tomorrow											
# Needed Tomorrow											

For each item, enter the quantity available for immediate use in the shelter; the quantity used today (since the last report); and the total quantity needed for use in the shelter tomorrow (regardless of whether or not it is currently in the shelter).

Notes	
Remember to enter your name and sign the report	
Preparer Name:	Preparer Signature:

Shelter Opening Plan

Plan Creation Date: _____ Incident/DR#: _____

Shelter Name:	<input type="checkbox"/> Red Cross Managed <input type="checkbox"/> Partner-managed
Opening Date/Time:	
Reason for Opening:	

Shelter Address:
Shelter Manager Name/Phone:
Facility POC Name/Phone:

Step	Planned Date/Time	Person Responsible	Planned Actions
Request Staff			Include DHS and DMH in staffing request.
Conduct Opening Walkthrough/Inspection			
Receive Staff			
Request Material Resources			Trailer – containing cots, blankets, signage kits, office supplies, paper products Technology Equipment – laptop and cell for shelter communication and reporting. Paperwork – or admin kit with all current forms. MCPC – if Logistics is unable to support urgent sheltering needs. Other -
Request Feeding Resources			Meals – Equipment – coffee maker Feeding Supplies -
Post Signage Inside and Outside			
Receive & Set Up Material Resources			Reception Registration Dormitory Feeding Information Other
Make Opening Notifications			Shelter Manager Notifies the Sheltering Lead Sheltering Lead Notifies Other Functions
Open the Shelter to the Public			
Open the Facility in NSS			

Date: _____ Incident/DR#: _____ Shelter Name/Location: _____

[illegible]

Shelter Staff Sign-in Form

[illegible]

[illegible]

Shelter Dormitory Registration

Date: _____ Incident/DR#: _____ Shelter Name/Location: _____

Observations:

1. Does the client or a family member appear to be in need of immediate medical attention, appear too overwhelmed or agitated to complete registration, or a threat to themselves or others?
2. Does the client have a service animal, use a wheelchair/walker, or demonstrate any other circumstance where it appears they may need help in the shelter?

Questions:

1. Is there anything you or a member of your family needs right now to stay healthy while in the shelter? If not, is there anything you know you will need in the next 6-8 hours?
2. Do you/family member have a health, mental health, disability, or other condition about which you are concerned?

HOUSEHOLD INFORMATION

Family Name (Last Name):		# Family members registered:	
		0-3yrs: 3-7yrs: 8-12yrs: 13-18yrs: 19-65yrs: 65+yrs:	
Pre-disaster Address:		Post-disaster Address (if different):	
Primary Phone:	Other Phone:	Email:	
Primary Language:		If Not English, Family Member Present Who Speaks English:	
Method of Transportation:		If Personal Vehicle, Lic. Plate #/State (for security purposes only):	

INDIVIDUAL FAMILY MEMBER INFORMATION (for additional names, use back of page)

Name (Last, First)	Age	Gender (M/F)	Arrival Date	Rm./Cot	Volunteer? (y/n)	Departure Date	Departure Notes:

☐ Yes ☐ No Someone in the household is required by law to register with a state or local government agency.
☐ Yes ☐ No Someone in the household is a veteran or active military.
☐ Yes ☐ No I agree to have my information shared with other agencies providing disaster relief services.

By signing here, I acknowledge that the information on this form is accurate, I have initialed the three statements above, and I have read/been read and understand the *Shelter Client Welcome Handout*:

Signature: _____ Date: _____

Shelter Worker Name/Signature: _____



Facility/Shelter Opening and Closing Inspection Form
Disaster Cycle Services Job Tools
DCS JT DMWT / Facility Management

Name of Facility _____ Address _____

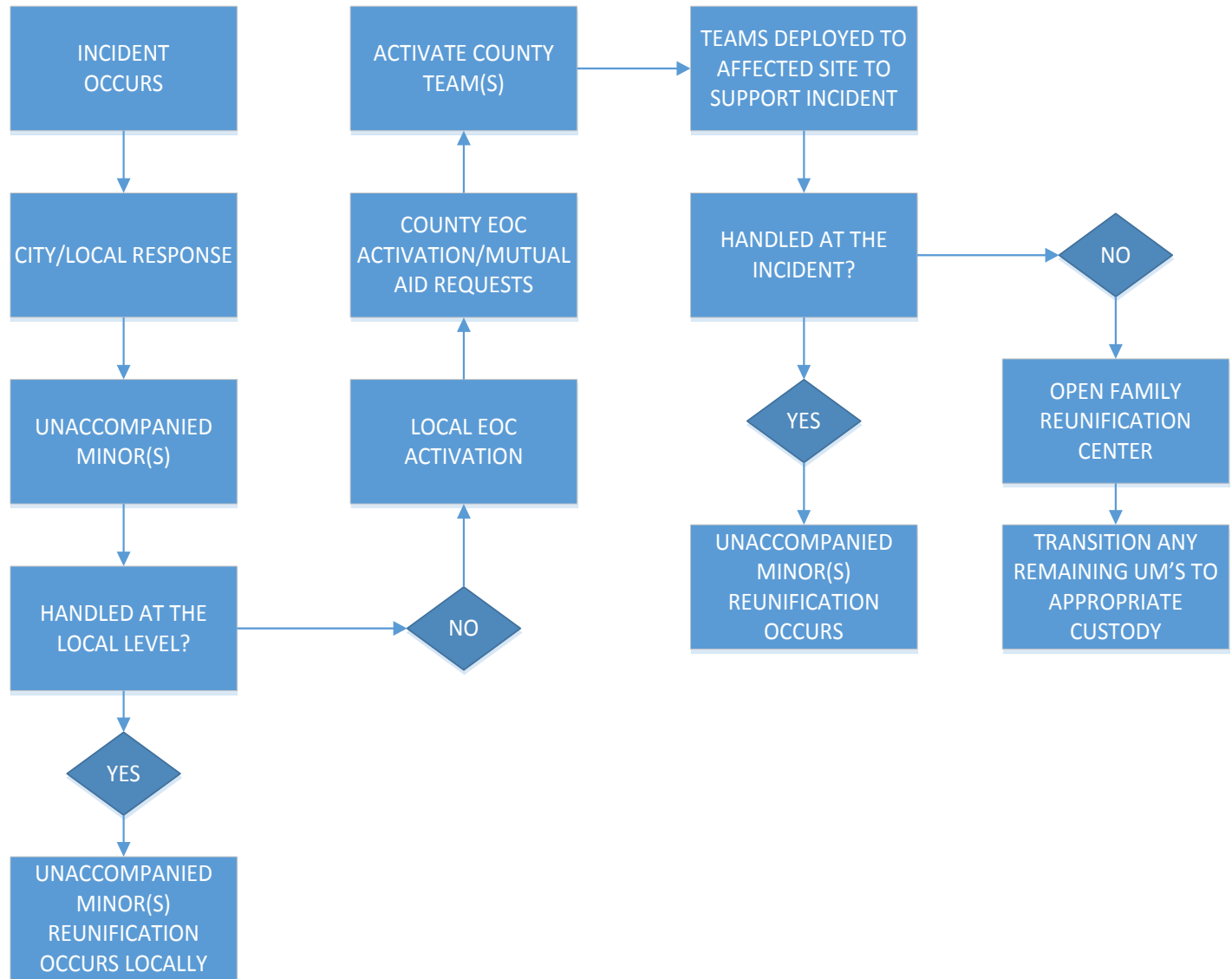
Name of Facility Rep and/or Operator _____ Phone # _____

Opening Inspection					
Areas to Inspect When Opening the Facility/Shelter (Check yes, no, not applicable (NA) or unknown (U). Note specific areas needing correction and those responsible for making the corrections in the "Comments" column. Remember to take pictures of pre-existing damages.)					
Yes	No	NA	U	Comments	Areas to Inspect
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are indoor and outdoor walking surfaces free of trip and fall hazards (e.g. uneven sidewalks, unprotected walkways, loose/missing tiles, wires, etc.)?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are the routes to exits relatively straight and clear of obstructions (e.g. blocked, chained, obstructed)?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are all emergency exits properly identified and secured, and are there at least two exits per floor?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are illuminated exit and exit directional signs visible from all aisles?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are all kitchen equipment and bathroom fixtures in working order?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is there an emergency evacuation plan posted and an identified meeting place?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are there guidelines for directing occupants to an identified assembly area away from the building once they reach the ground floor?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are there any site-specific hazards (e.g. hazardous chemicals and machinery)? If so, describe them.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is the facility neat, clean, and orderly?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are the following utility systems in good working order: electricity, water, sewage system, HVAC?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are fire extinguishers and smoke detectors present, inspected, and properly serviced with current inspection tags?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		If power fails, is automatic emergency lighting available for exit routes, stairs, and restrooms?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is there a back-up power source?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are first aid kits readily available and fully stocked? Where are they located?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Will occupants of the building be notified that an emergency evacuation is necessary by a public address system or alarm?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are floors and walls free of damage?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is the parking area free of damage?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		SHELTER & SERVICE CENTERS ONLY: Are there accessible parking spaces?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		SHELTER & SERVICE CENTERS ONLY: Is there at least one entrance to the building accessible for people with mobility issues with signage identifying the location of the accessible entrance?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		SHELTER & SERVICE CENTERS ONLY: Is there at least one accessible restroom?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		SHELTER & SERVICE CENTERS ONLY: Are there routes without steps available to access service delivery areas, restrooms, and showers? Can service be provided in an area that can be accessed by routes without steps?
Any Damage or Additional Comments					

American Red Cross					
Printed Name & Title _____				Signature _____ Date _____	
Facility Rep/Operator					
Printed Name & Title _____				Signature _____ Date _____	

Closing Inspection	
This is to certify that the above listed Facility controlled, owned or operated by the above listed Facility Rep and/or Operator was used temporarily by the American Red Cross DR# _____ as an emergency disaster facility from _____ to _____. This facility is hereby returned by the American Red Cross in satisfactory condition less the following listed deficiencies:	
<i>Please attach photos of deficiencies</i>	
American Red Cross Printed Name & Title _____	Signature _____ Date _____
Facility Rep/Operator Printed Name & Title _____	Signature _____ Date _____

Attachment E – Unaccompanied Minors Flow Chart



Attachment F – Care and Shelter Coordination Checklist

CARE AND SHELTER BRANCH COORDINATION CHECKLIST

OA EOC Activation: When the determination is made to activate the OA EOC, the Initial Incident Assessment section will be completed by the EOC Manager. When the determination is made to activate the Care and Shelter Branch, SSA will be notified to fill the Care and Shelter Branch Director position. This checklist is designed to augment the Unified County of Orange and Operational Area Emergency Operations Plan position checklists when Reception Centers or Shelters are needed to support displaced community members.

Initial Incident Assessment

Date:

Time:

Type of Incident:

Weather/Wind Direction:

Jurisdiction(s) Impacted:

Active Evacuation Orders:

Anticipated Evacuation Orders:

Estimated Number of People Displaced:

Expected Duration of Incident:

Need for Short Term Reception/Evacuation Center: Yes / No

Need for Overnight/Long Term Shelter: Yes / No

Reception Center Activation(s)

When the need arises for Reception Centers to provide day-time shelter, food, and/or support services the Care and Shelter Branch Director shall:

- ☐ Activate Care and Shelter Branch Staff as needed.
- ☐ Coordinate with the Schools Group Supervisor, SSA and/or the American Red Cross to find the best general location for the Reception Center(s). Location must be accessible, safe, acceptable distance from evacuation area, and close to major roadways.
- ☐ Coordinate with the impacted jurisdiction and/or host city to ensure the location is appropriate.
- ☐ Coordinate with the SSA and/or ARC to access contact persons for the chosen Reception Center(s).
- ☐ Confirm the Reception Center availability and schedule access and activation.
- ☐ Coordinate with SSA and/or ARC for volunteers and food.
- ☐ Coordinate with law enforcement for security at the Reception Center.
- ☐ Confirm if any people with disabilities, access or functional needs need additional support and coordinate with SSA for deployment of support services.
- ☐ Coordinate with the Public Information Officer to release information about the Reception Center once the Reception Center is activated.
- ☐ Coordinate with OC Animal Care for the provision of services to pets.

Shelter Activation(s)

When there is a need for to provide overnight shelter including sleeping accommodations, food support, support services, and medical triage, the Care and Shelter Branch Director shall:

- ☐ Coordinate with the SSA and/or ARC to find the best general location for the Shelter(s). Location must be accessible, safe, an acceptable distance from evacuation area, and close to major roadways.
- ☐ Coordinate with the SSA and/or ARC to access contact persons for the chosen shelter(s).
- ☐ Confirm Shelter's availability and schedule access and activation.
- ☐ Ensure the chosen facility will be available for the anticipated duration of the event.
- ☐ Coordinate with the SSA and/or ARC for volunteers, food services, cots, blankets, and shelter supplies.
- ☐ Coordinate with the Behavioral Health Group Supervisor in the EOC or S for provision of mental health support in the Shelter(s).
- ☐ Coordinate with local law enforcement through the Law Enforcement Branch Director for security at the Shelter(s).
- ☐ Coordinate with OC Animal Care in the EOC to provide Shelter support for large and small animals from the evacuated area(s).
- ☐ Inform the Operations Section Chief of the estimated time for the Shelter to open.
- ☐ Coordinate with the Public Information Officer to release information about the Shelter and designated location for large and small animals.
- ☐ Coordinate support through Logistics for evacuees needing transportation to the Shelter(s) and ensure accessible transportation resources are available.
- ☐ Ensure the Health Care Agency Emergency Medical Services is informed of Shelter location and number of clients in coordination with the Health Care Branch.
- ☐ Coordinate with the Logistics Section for Shelter resource needs.
- ☐ Continuously monitor the needs of affected community members and clients in the Shelter(s) for on-going support.

Disabilities Access and Functional Needs Support

- ☐ Coordinate with the DAFN Group Supervisor to ensure the Reception Center and Shelter sites meet the needs of the whole community, including people with disabilities, the elderly, and children, including unaccompanied minors.
- ☐ Assess the need to activate OC Kids Connect.
- ☐ Coordinate with the SSA and/or ARC to ensure staff and resources are available for the triage of Shelter clients including their physical and mental health needs
- ☐ Coordinate with SSA on the deployment of Functional Assessment Service Teams, as needed, at the Reception Center (s) Shelter(s).
- ☐ Coordinate with the Homeless Liaison Coordinator to ensure the needs of affected homeless people are being met.
- ☐ Coordinate with the Logistics Section for the acquisition of accessible equipment and technology resources needed at the Reception Center or Shelter.

- ☐ Coordinate with OC Animal Care to meet the needs of service animals arriving at the Reception Center or Shelter with their owners.

General Shelter Support

- ☐ Ensure staffing and resources are available for immediate and long-term staffing of the Shelter(s).
- ☐ Provide on-going situational awareness to the EOC.

Note: People in Shelters are prone to trauma and stress. The sooner they can be moved back to normalcy in their homes or care facilities, the better.

Shelter Closure

- ☐ Coordinate Shelter closure with the SSA and/or ARC and with facility management.
- ☐ Coordinate with the Public Information Officer to notify the public of the Shelter closure.
- ☐ Coordinate transportation of shelter clients to their homes or alternate facilities, if needed.
- ☐ Ensure transportation resources are accessible.
- ☐ Coordinate with Logistics and Finance Sections for all financial paperwork (receipts, volunteer and employee sign in sheets, etc.)
- ☐ Coordinate with the SSA and/or ARC to develop a plan to return the Shelter to its original purpose as a first priority.
- ☐ Coordinate with OCCR for the placement for those needing long term housing.
- ☐ Ensure expendable resources are ordered for restocking.
- ☐ Coordinate with Federal and State disaster relief agencies to provide emergency support functions for disaster survivors.