

## **CARE AND SHELTER PLANNING TEMPLATE**

### **For Local Jurisdictions**

There are four primary elements in planning for care and shelter operations.

- 1. Designating a care and shelter coordinator** and ensuring a mutual understanding with the local Red Cross on the dual partnership required for care and shelter operations.
- 2. Identifying those facilities to be used as disaster shelters** and gathering the appropriate survey information and agreements.
- 3. Training the staff necessary to run the above facilities.**
- 4. Ensuring access to the resources and services** necessary to support disaster victims both at shelters and within the community. This includes a strategy for meeting special needs and a linkage with local CBOs that support vulnerable persons.

<b>I. Care and Shelter Coordination</b>
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1. Designate a Care and Shelter Coordinator as well as an alternate coordinator.

Care and Shelter Coordinator:

Name:	City Dept.:	Telephone:
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Alternate Care and Shelter Coordinator:

Name:	City Dept.:	Telephone:
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This person will coordinate care and shelter planning and operations for the city and in an emergency, will most likely be in the EOC to staff the Care and Shelter Branch.

2. Contact the Red Cross Disaster Services Manager to ensure a mutual working partnership between the city and the Red Cross. Use the Red Cross statement of understanding to clarify the relationship.
3. Identify primary organizations with whom to coordinate care and shelter operations.

Agency	Contact	Telephone:
American Red Cross, Alameda County	Disaster Services Manager	510-595-4400
American Red Cross 800 # in Emergencies	Staff on call	800-660-4272*
Op Area EOC	EOC staff	925-803-7800
School District	Superintendent's Office	
CARD of Alameda County	CARD staff	510-451-3140
Salvation Army	Disaster Services Director	916-563-3796
Eden Information and Referral	Administration	510-537-2710
Eden Information and Referral	Hotline for I & R	510-537-2552

Please expand as needed

\* This 800 number is only for use in an emergency. Do not publish it for general use.

For more information, see Section 1: What is Care and Shelter and Who Provides It in "A Guide for Local Jurisdictions in Care and Shelter Planning."

## II. Developing Shelter Sites

Perform the following activities jointly with the American Red Cross to ensure that information is coordinated and consistent.

1. List those facilities within the local jurisdiction to be used as potential disaster shelter sites. The list (easiest to do as an Excel Spreadsheet) should include the following.

- a) Location Information:

- Site name
- Address and zip code
- Primary telephone number
- Name of authorizing contact person (facility owner, site manager, or other personnel) and office/out-of-office contact information

- b) Resource Information (from site survey):

- Total Shelter Sleeping Capacity (Number) \*
- Showers (Yes/No)
- Number of bathrooms
- Full ADA Accessibility (Yes/No)
- Emergency Power or Generator (Yes/No)
- Kitchen Facilities (Yes/No)

\* Figure capacity at 40 square feet per person. Therefore, a 10,000 square foot gymnasium has sleeping space for 250 persons.

- c) Make a note of what supplies may already be on site (e.g., sleeping mats, blankets, food and water, cleaning supplies, etc.)
- d) Obtain a floor plan for each facility designating areas for shelter operations.
- e) Consider storing spare keys for shelter facilities at the city EOC.

Note: Keep copy of this list/information in a Shelter Facilities file at the city EOC

2. Work with the American Red Cross to develop applicable agreements with shelter sites. The Red Cross has a standard Statement of Understanding form.
3. Consider supplying primary shelter facilities with essential supplies (e.g., cots, blankets, first aid kits, water, nonperishable food, tools)

For more information, see Section 2: Developing Shelter Sites in “A Guide for Local Jurisdictions in Care and Shelter Planning.”

## III. Organizing A Shelter Operations Team

Train staff for a minimum 72-hour operation.

1. Provide Shelter Operations training for staff who will work at disaster shelters. This is especially important for city employees who will manage disaster shelters

- List city employees designated as shelter managers.

**Shelter Manager Roster**

Name	City Dept.	Office Telephone	Out-of-Office Telephone
1.			
2.			
3.			
4.			

Please expand as needed.

- Identify city employees with the following skills and training for support at shelter sites.
  - First Aid
  - Bilingual skills (e.g., Spanish, Cantonese, Farsi); also American Sign Language
  - Mental Health Counseling
  - Food Services

Note: Keep an updated list of the skills information in a file at the EOC

For more information, see Section 3: Organizing A Shelter Operations Team in “A Guide for Local Jurisdictions in Care and Shelter Planning.”

<b>IV. Planning to Meet Disaster Shelter &amp; Service Needs</b>
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While SEMS provides a process for obtaining resources in an emergency, work with the city’s EOC Logistics Section during the preparedness phase to ensure prompt and local access to those supplies and resources necessary to operate shelters.

- Assemble the following materials to form a Shelter Manager’s Startup Kit
  - Registration Forms
  - First Aid Kits
  - Name Tags and Vests for Shelter Workers
  - Signage to identify building as a shelter
  - Basic Office Supplies (paper tablets, pens, clipboards, masking tape, stapler and box of staples)
  - Flashlights, Battery Powered Radio
  - Duct tape and plastic trash bags
  - Map of the area
  - Copies of this template and the Red Cross Shelter Operations Workbook

- Priority Items -- The following supplies are “priority items” for the operation of shelter facilities. Ensure that there is a plan or identified source for obtaining these items.

Supplies for Shelter Operations	Source	Telephone Number	Comments
1. Cots or Sleeping Mats	Berkeley Surplus	510-524-8434	Military Pads
2. Blankets			
3. Bottled or Potable Water			

4. Eating Utensils			
5. Towels & Toiletries for Occupants			
6. Sanitation and Cleaning Supplies			
7. Portable Generators			
8. Portable/Chem Toilets	Ajax Portable Services	800-282-8988	No showers
9. Communication Equip.			
10. TDD Telephone			
11. Tents			

Please expand as needed (e.g., cooking equipment, medical supplies, snack foods, etc)

Note: Where necessary, form vendor agreements to expedite emergency purchase.

3. Food Services -- Identify local suppliers that can provide pre-prepared meals for shelter residents (e.g., restaurants, catering firms, hotels, etc.).

Supplier Name	Address	Contact Person	Telephone	Comments
1. Sysco Food Services Products			510-226-3000	For food supplies
2.				
3.				

Please expand as needed.

4. Health Services -- Identify local resources for additional nursing support at disaster shelters.

Nursing Resource	Address	Contact Person	Telephone	Comments
1. Nursefinders of Oakland	411 30th St Oakland	Manager	510-625-7880	
3. Maxim Healthcare Services	39355 Calif St. Fremont	Manager	510-608-4301	
4. Nightingale Nursing	101 Callan Ave., San Leandro	Manager	510-357-4222	

Please expand as needed.

5. Pharmaceuticals – Determine the minimum requirements from local vendors (e.g., Longs Drugs, Rite Aid Pharmacies Walgreens) to replace prescription medications given a disaster.

- A current prescription,
- A prescription phoned in by a licensed physician,
- A prescription validated by another pharmacy,
- A prescription bottle

Pharmacy	Address	Contact Person	Telephone	Comments
1.				
2.				

6. Mental Health -- Develop a resource list of community mental health providers or services to call upon if needed at disaster shelters.
- CBOs that provide counseling services (including crisis hotlines)
  - Pastoral or ecumenical counseling services
  - Private providers

Counseling Resource	Address	Contact Person	Telephone	Comments
1. Crisis Support Services of Al Co	P.O. Box 9102, Berkeley	Clinical Dir.	510-848-1515	
2.				
3.				

Please expand as needed.

7. Transportation -- Aside from local government and county resources (e.g., AC Transit), identify other transportation resources for moving people (e.g., school buses, commercial shuttle vans, taxi service)

Transportation Resource	Address	Contact Person	Telephone	Comments
1.				
2.				
3.				

Please expand as needed.

8. Identify local paratransit resources for the transport of elderly and disabled persons using wheelchairs (each city has its own paratransit provider in addition to below)

Paratransit Resource	Address	Contact Person	Telephone	Comments
1. East Bay Paratransit	1720 Broadway, #310, Oakland	Manager	510-287-5040	
2.				

Please expand as needed.

9. Pets/Animals -- Identify the agency tasked to manage the feeding and shelter of animals (pets) during large scale disasters (e.g., local animal shelter, SPCA, local kennels or the humane society)

Agency	Address	Contact Person	Telephone	Comments

For more information, see Section 4: Planning to Meet Disaster Shelter Needs in “A Guide for Local Jurisdictions in Care and Shelter Planning.” In addition, see Appendix C – Shelter Supplies and Equipment.

## V. Building Relationships with CBOs

For an effective care and shelter response, it is helpful to have a working relationship and some link to the CBOs within the local community before a disaster. CBOs are an important resource for supporting the needs of more vulnerable persons. CARD of Alameda County can support local government to establish a disaster response link with their local CBO community.

1. Get a list of the local CBOs within jurisdiction that support vulnerable persons/populations.
  - a) Identify the CBOs already linked to local government through service contracts.
  - b) Use the CBO resource finder <http://www.alamedaco.info> to identify the *local* CBOs or community service organizations that might support care and shelter operations. See Appendix G in A Guide for Local Jurisdictions in Care and Shelter Planning.
  - c) Keep up-to-date lists, with appropriate contact information, for the above information in a CBO file at the city EOC.
  
2. Consider a meeting with those identified CBOs above. The meeting purpose is to discuss disaster preparedness and response, build relationships and identify areas for mutual support.
  - Let CBOs know who to contact within the EOC following a disaster, if CBOs need resources to keep services going, or even expand services to the persons they serve.
  - Out of this meeting (or series of meetings), consider identifying a lead CBO to represent the CBO community at the city EOC (if resources permit).

### Lead CBO Representative

Agency	Address	Contact Person	Telephone	Comments

### Alternate Lead CBO Representative

Agency	Address	Contact Person	Telephone	Comments

For more information, see Section 6: Building Relationships with CBOs in “A Guide for Local Jurisdictions in Care and Shelter Planning.”

For more detail on working with vulnerable populations, see also Section 5: Assisting Persons with Special Needs in Disasters and Appendix F – Tips to Maximize Shelter Accessibility.

Planning Template Completed By	Department	Telephone	Date of Last Update	Comments

September 2003