



A Tradition of Stewardship
A Commitment to Service

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**HHSA EMERGENCY OPERATIONS
PLAN (EOP) – APPENDIX 7**
MASS CARE AND SHELTER PLAN

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY (HHSA)

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1. INTRODUCTION

1.1 PURPOSE AND DEFINITIONS

The Napa County Health and Human Services Agency Department Operations Center (HHSA DOC) Mass Care and Shelter Plan and Attachments describe roles and responsibilities to set up and manage:

- **Mass Care Shelters.** Mass Care Shelters provide shelter, feeding, sleeping and sanitary accommodations to the County's general population.
- **Medical Needs Shelters.** Medical Needs Shelters provide shelter, feeding, sleeping, sanitary accommodations and support care to the County's medical needs population who do not require hospitalization, but their needs preclude them from a general population shelter.

Additionally, mass care and shelter for the general public and medical needs shelter population involves management of:

- **Companion animals.** A domesticated animal, such as a dog, cat, bird, fish or rodent that is traditionally kept in the home for pleasure rather than for commercial purposes.¹
- **Service animals:** Any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.²

1.2 SCOPE

This plan addresses activation and management of mass care shelters in Napa County. This plan includes coordination with the cities of Napa, Calistoga, St. Helena, and American Canyon, the town of Yountville and unincorporated rural population centers Angwin and Lake Berryessa.

Mass care and shelter, as defined in this plan, includes the following activities:

¹ Derived from Housing and Urban Development (HUD) Housing Program Requirements, 24 CFR Subtitle A, §5306

² Derived from The Americans with Disabilities Act (ADA)

- Coordination between agencies, non-governmental organizations, the business community and private-non-profits;
- The selection of pre-designated and pre-inspected facilities;
- The inspection and acquisition of additional facilities;
- Management of mass care shelters;
- Registration of shelter population;
- Provision of services to shelter clients; and
- Status reporting of shelter and feeding operations.

1.3 RESPONSIBILITIES AND AUTHORITIES FOR MASS CARE AND SHELTER

The following agencies and organizations are responsible for mass care and shelter:

- A. **Napa County HHSA DOC Care and Shelter Branch** is responsible for mass care and shelter operations during multi-agency or multi-jurisdictional events. The HHSA DOC Care and Shelter Branch is a partnership between county government, the American Red Cross, the Salvation Army, The Humane Society, the business community, and several private-non-profits.
- B. **The American Red Cross:** By Congressional Charter, the American Red Cross is chartered to undertake activities for the purpose of mitigating human suffering caused by all natural disasters and emergencies.
- C. **City, County and State Government Employees:** The provision of emergency services falls within the authority of the State supervised and County-administered public government services. In case of a duly proclaimed state-of-local- emergency, state of emergency or state of war emergency, public employees are considered disaster service workers. (California Labor Code section 3211.92 and California Government Code Section 3100 et seq) Disaster service workers may support mass care and shelter operations.
- D. **School Districts:** California Education Code, Section 32282 requires (ii) Establishing a procedure to allow a public agency, including the American Red Cross, to use school buildings, grounds, and equipment for mass care and welfare shelters during disasters or other emergencies affecting the public health and welfare. The district or county office shall cooperate with the public agency in

furnishing and maintaining the services as the district or county office may deem necessary to meet the needs of the community.

1.4 SITUATION

1. The population of Napa County is 136,704 (2008) per State Department of Finance statistics.
2. Demographic information from the 2005 US Census Bureau indicates:
 - Of the 55,000 households in the County, 12,000 have household incomes of less than \$50,000.
 - 67% of the households are owner occupied, and 33% renter occupied.
 - 16,000 individuals over the age of 5 speak English "less than very well". Of those 16,000, 14,000 are Spanish speaking.
 - The bulk of the housing stock (1/2) is single family detached which includes 4,000 mobile homes.
 - 2,000 households have no vehicle available.
3. 20% of the affected population will require some level of special care (personal care assistance, sign language interpreter, mobility assistance, behavioral health care, etc.)
4. The American Red Cross currently maintains the capacity to shelter 1,500 individuals in 12 pre-inspected facilities with existing Memoranda of Agreement, which historically has been sufficient for local disasters and emergencies.
5. Capacity for animal care will be through agreements between Napa County and the Humane Society, veterinarians, and several private-nonprofits.

1.5 ASSUMPTIONS

1. The planning basis for sheltering is for approximately 20% of an affected population to seek shelter in a public shelter. This percentage increases when catastrophic events force exhaustion of or damage to resources which might normally be occupied by persons with means 80% of the affected population will

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- stay with friends or family, leave the area, and use insurance for “additional living expenses”, or stay at their residences.
2. In the event of a major earthquake, or other catastrophic event in a neighboring community, county, or the San Francisco/Oakland Bay Area additional host sheltering capacity may be required.
 3. In earthquakes or explosive events previously identified shelter facilities may be damaged beyond operability.
 4. 60% of the affected population has companion animals.
 5. Along with the full-time residential population, transient populations: tourists, students, visiting foreign nationals and commuters may also require assistance.
 6. Individuals may arrive at shelter locations without essential medical and critical supportive supplies.

2. OPERATIONS

2.1 OPERATIONAL POLICIES

1. The American Red Cross will continue to respond to requests for assistance from a single jurisdiction’s Law Enforcement, Fire Department or Emergency Management authority during isolated events but not during a major disaster.
2. Requests or identified need for care and shelter assistance during events which span two or more jurisdictions will be coordinated by the HHSA DOC Care and Shelter Branch.
3. The HHSA DOC and The American Red Cross will coordinate shelter location and operation, and will mutually support shelter operations with shared personnel and support services when possible.
4. Neither the Napa County HHSA DOC, the Napa County Operational Area Emergency Operations Center (Op Area EOC) or the American Red Cross assumes responsibility / liability for unauthorized shelter openings during emergency events.

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5. Additional authorized shelters required by the HHSA DOC Care and Shelter Branch will be inspected by the County and agreements signed for use of the facility by the County before the shelter is opened and occupied.
6. All shelters established and maintained by the HHSA DOC Care and Shelter Branch during emergency events will utilize the standards and policies contained in the American Red Cross 3000 series.
7. Public and private health care facilities are responsible for evacuation plans for their facilities and populations and arranging for the shelter needs of their clients, including reciprocal agreements with like facilities.
8. County employees working as disaster service workers at shelters will receive their normal compensation, including overtime, if required.
9. The HHSA DOC Care and Shelter Branch in coordination with the School Districts (when District facilities are used as shelters) and the County Board of Supervisors will determine the need for shelter consolidation; and the timing for shelter closure(s).
10. Persons believed to be contaminated by potentially toxic materials are not admitted into shelters.
11. Individuals or households are responsible for the care of their companion and service animals (e.g. feeding, walking, grooming, cage cleaning).
12. New prescriptions for lost medications will not be written at shelters operated under the HHSA DOC Care and Shelter Branch. Case workers may determine the suitability of the provision of vouchers for existing prescriptions at participating pharmacies.
13. Special dietary needs are considered as is feasible during the long term portion of the shelter operation. Special dietary needs include low fat/salt/carbohydrate meals; and cultural, ethnic and vegetarian preferences.
14. The Shelter Manager approves all requests from the media for interviews. Shelter staff, when interviewed by the media, may provide answers to questions about operations in which they are assigned. The staff will refer the media to the Shelter Manager for answers to other questions. Questions regarding the overall care and shelter operation are referred to the HHSA DOC or the Napa County Op Area EOC Public Information Office (PIO).

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15. Closing shelters and locating alternate housing resources for the clients is a high priority.

16. Procedures to activate and manage risk communication and materials used in risk communication are described in the Napa County HHSA/Public Health Division Crisis Emergency Risk Communication Plan (CERC).

2.2 MASS CARE AND SHELTER LOCAL RESPONSIBILITIES

Providing mass care and shelter to the population of Napa County requires a coordinated and cooperative effort among jurisdictions, disciplines, emergency management organizations, and public and private agencies. Responsibilities for this response include:

AGENCY	RESPONSIBILITY
HHSA DOC, Care and Shelter Branch	Implement this Plan Develop projections and priorities for the Incident Action Plan (Care and Shelter components) Assist the ARC to train shelter staff, if needed. Coordinate with the ARC on locations, openings, maintenance, and closing of shelters Coordinate with the ARC, private-non-profits, and the HHSA DOC Logistics Section to obtain needed support for the shelter population (food, water, sanitary conveniences, transportation services, etc.) Gather and provide community assistance resource information to the sheltered population Update status reporting and initiate resource requests in RIMS Request mutual aid resources, if necessary, through the Operations Section Chief Coordinate with Finance Section and ensure that record-keeping of all care and shelter costs is documented by all participants
HHSA DOC, MHOAC –Public Health Officer	Provide staff to perform medical referrals, if required Provide outreach health education teams Provide disease outbreak assessment and control teams Coordinate with Mental, Behavioral Health, and

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AGENCY	RESPONSIBILITY
HHSA DOC, MHOAC –Public Health Officer, continued	<p>Substance abuse programs for assistance at shelters</p> <p>Coordinate with Environmental Health for food safety inspections, and waste disposal concerns</p>
<p>Operational Area Emergency Operations Center (Op Area EOC)</p> <p>County Office of Emergency Services (OES)</p>	<p>Logistics Section: Provide assistance in obtaining supplies, equipment, food, water and transportation to support the sheltered population.</p> <p>Planning Section: Update shelter information on the OES web site.</p> <p>Fire and Facilities Branches: Assist with inspections of potential additional shelter facilities</p> <p>Resources Unit: Provides access to the Volunteer Center of Napa for additional volunteer staff for shelter workers, logistics support staff, and other volunteers to support the mission</p>
Sheriff’s Office and Local Law Enforcement	<p>Provide security at shelters for shelterees and workers</p> <p>Provide advice, support and protection in instances when known criminals or known sex offenders require shelter</p> <p>Coordinate with the Care and Shelter Branch to perform investigative, warrant service and other law enforcement activities within the shelter population</p>
Cities (OES, Fire Department, other City Departments)	<p>Provide assistance in obtaining supplies, equipment, food, water and transportation to support the sheltered population</p> <p>Inspect pre-designated shelter facilities following events with damage</p> <p>Assist with inspections of potential additional shelter facilities</p>
State Department of Social Services	Support requests for additional supplies, equipment, staffing received through the Op Area EOC

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AGENCY	RESPONSIBILITY
State and Regional Department of Homeland Security and Office of Emergency Services	<p>Review sheltering operations within the Region, and assist with maximizing Regional response and resource allocation</p> <p>Support requests for assistance received through the Op Area EOC</p>

2.3 COORDINATION WITH RESPONSE PARTNERS

Events requiring care and shelter support to more than two jurisdictions are coordinated and managed by the HHSA DOC Care and Shelter Branch, and depending upon the size of the Care and Shelter mission, as the Medical/Health branch of the Op Area EOC.

If needed, the American Red Cross will send a representative to the HHSA DOC Care and Shelter Branch location. The Salvation Army, the School District, We Care, the Humane Society and other participating community based organizations will send a representative to the Cooperator meetings, held by the Liaison Officer at the HHSA DOC, or if needed, a representative to the Care and Shelter Branch location.

The HHSA DOC Care and Shelter Branch expands, as needed, to meet the needs at all shelters. The HHSA DOC Care and Shelter Branch coordinates with the HHSA DOC Logistics Section for staffing, communication, supplies and facilities; with the Finance Section for procurement of supplies and services; with the HHSA DOC Environmental and Mental Health Branches for shelter inspections and to obtain counseling staff; and with the Op Area EOC Logistics Section for assistance obtaining volunteers for staffing food and shelter operations.

The following chart depicts those HHSA DOC or Op Area EOC Sections, Branches, Groups and Units with which the Care and Shelter Branch is most likely to coordinate:

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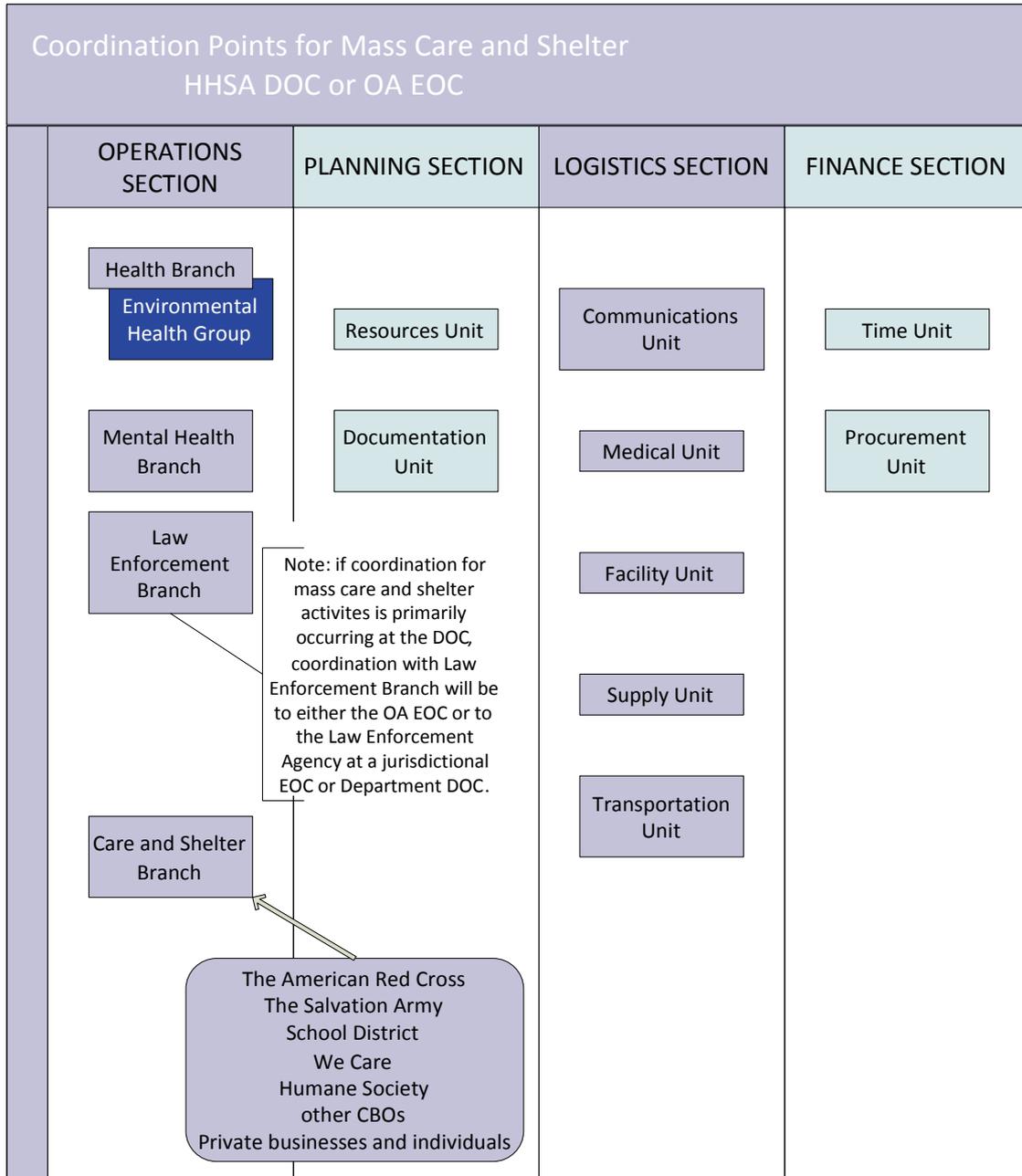


FIGURE 1 - MASS CARE COORDINATION

2.4 SHELTER STAFFING

The Silverado-Napa County Chapter of the ARC maintains Shelter Management Teams through chapter staff and volunteers. Health and Human Services Agency provides supplementary staff which is activated geographically through the Human Resources call down system. The ARC takes the lead on the initial shelter openings. As requirements for additional shelters arise, the Health and Human Services Agency provides management of shelters which are up and running, and the ARC Teams move to open new shelters.

2.5 VOLUNTEERS

Under agreement between Napa County and the Volunteer Center of Napa County, volunteers are recruited, screened and dispatched to fill disaster services needs throughout the county.

The ARC recruits, trains and employs volunteers for assistance with shelter operations. Volunteer positions in shelters include: manager; nurse; registrant; case worker and others as needed.

2.6 SHELTER ACTIVATION – SEQUENCE OF EVENTS

1. HHSA DOC receives requests for shelter from more than one jurisdiction in the County.
2. HHSA DOC activates the Care and Shelter Branch and notifies American Red Cross (ARC) of the request.
3. Given the estimated number of potential clients and their geographical location, the ARC and the HHSA DOC Care and Shelter Branch Director select the number and locations of shelters to open.
4. These two agencies review staffing needs and shortfalls, and activate call down systems (systems may include telephone, electronic notification, radio or runners depending on resource availability) to supplement staff for management, registration, health assessment/first aid, feeding, counseling, case work and child care.

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5. Further staffing needs are referred to the Napa County Volunteer Center for assistance.
6. Review requirement for Declaration of Local Emergency.
7. The HHSA DOC Care and Shelter Branch Director requests activation of HHSA DOC support staff.
8. The Op Area EOC is notified of the shelter locations and support needs (in quantities, estimates) are communicated.
9. ARC reviews shelter feeding resources and contacts the Salvation Army to assist with mass feeding, if needed. For up-valley locations where the Salvation Army is not available, ARC requests assistance from HHSA DOC Care and Shelter Branch to identify feeding resources.
10. ARC cached trailers containing cots, blankets, cages and support commodities are activated.
11. ARC conducts an assessment of security needs, and if necessary, requests for assistance are made to the HHSA DOC Operations Section. If County security resources are unavailable, referral is made to the Procurement Unit for contract with private security firm.
12. HHSA DOC Care and Shelter Branch notifications associations and private firms with whom agreements for pet care exist.
13. Availability of communications equipment at shelters, ARC and the HHSA DOC are reviewed. Requirements for additional equipment is referred to HHSA DOC Logistics and delivered to ARC and shelter locations.
14. The EMS providers are alerted to shelter location information for population shift awareness.
15. When shelters are activated and opened, the HHSA DOC Care and Shelter Branch receives requests for resources and/or assistance from the shelters and periodically polls shelters for supply shortfalls, transportation needs, staffing needs, waste management requirements and status reports. Requests for resources and assistance are forwarded to the appropriate Op Area or HHSA DOC Branch or Unit.

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16. If shelters are anticipated to be open for three or more days, Public Health assessment teams are requested to visit each shelter daily or as otherwise determined by the Public Health Officer.
17. The HHSA DOC Care and Shelter Branch assembles referral information from housing, food, household supplies, minor repair, transportation, employment, behavioral health providers and ensures referral information is available to caseworkers at all shelters.
18. The HHSA DOC Care and Shelter Branch coordinates with the Recovery Branch on referral information and planned location for the Local Assistance Center (LAC). HHSA DOC ensures transportation is available for shelter residents if the LAC is located apart from shelters.
19. As the sheltered population diminishes, shelters will be consolidated if geographically feasible.
20. The HHSA DOC Care and Shelter Branch and ARC will arrange for shelter closings: inventory and return supplies; borrowed and rented equipment; letters of appreciation to staff, volunteers and donors.

2.7 REGISTRATION

Volunteers may assist with the registration process. During registration, information is recorded regarding medical, special needs and dietary needs.

The Nurse assigned to the shelter is present to ensure that all persons requesting shelter are medically appropriate and either can care for themselves or have a care-giving attendant or companion. Persons not able to perform “activities of daily living” and those needing medical care or specialized medical equipment or oxygen, are admitted when accompanied by their caregiver unless medical needs shelters have been activated.

If available, the ARC Registration form is used. If unavailable, 3 x 5 index cards are utilized to record the following information:

- Family last name (at the top of the card)
- First, and middle names for husband and wife (include wife’s maiden name)
- Names and ages of all other family members
- Pre-disaster address
- Note any health concerns or special needs
- Date arrived in the shelter; date departed shelter
- Post disaster address

All shelter residents sign in and out at the front desk.

The registration information is used to reply to Disaster Welfare Inquiries according to the client driven privacy release of information statement.

2.8 FOOD SERVICES

The Silverado – Napa County Chapter of the ARC utilizes agreements with the Salvation Army, school cafeterias, the generosity of local restaurants and the resources of their board members to provide meal service to shelter occupants. When required and when available during local disaster clean-up efforts or emergency service operations, mobile canteen services are conducted using the Chapter's Emergency Response Vehicles. The Emergency Response Vehicles are also used to deliver food to home based isolation or quarantine populations.

Larger operations are sustained through the use of the local Salvation Army cooking facilities and national resources, and other local kitchens. When local food supplies are exhausted, additional food supplies are requested through the Op Area EOC Logistics section.

The ARC can request mutual aid from other chapters and through the national system to increase capacity.

2.9 HEALTH CARE SERVICES

ARC volunteer shelter nurses are trained in the administration of first aid and can provide referrals to further medical assistance. For medical emergencies, the 9-1-1 Point is called. Shelter operations lasting longer than 3 days will require a visit from the Public Health Shelter Assessment Team to assess current disease conditions, determine the need for additional mental and behavioral health counselors, assist with medical referrals and provide information to shelterees on reducing disease spread. Assessment Teams will visit shelters daily or as otherwise determined by the Public Health Officer as long as the shelters remain open.

Refrigerators are provided for storage of client owned prescription drugs in a secure area of the shelter, when possible. Agreements with pharmacies which will accept emergency assistance vouchers are in place. Participating pharmacies are responsible for verifying the existence of an existing prescription for lost medications, either with the client's medical care provider, or with the client's usual pharmacy, by the presence of a

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prescription bottle or by registering with “In Case of Emergency Rx”³ and retrieving the patient’s prescription data.

Individuals with contagious diseases (common colds, influenza or intestinal illness) are separated from the other shelter guests when feasible in the smaller shelters. Public Health is consulted if these separation actions do not appear to be effective. Other solutions involve the transfer of clients among shelters to protect those who are well and provide for centralized care of the ill, or the establishment of medical needs shelters.

2.10 TRANSPORTATION

The Logistics Section of the Op Area EOC assists with coordination of transportation assistance when required for long term shelter operations. Logistics may coordinate new transportation for shelter residents using county vehicles, school busses or with the VINE to see if temporary bus stops can be added at the shelter locations. Caseworkers may assist shelter clients with special transportation needs to access the VINE Para transit system.

2.11 RECORD KEEPING

Reimbursement for local government care and shelter expenses ***may*** be available from

- The California Disaster Assistance Act, 2002
- The Stafford Act, as amended by the Post Katrina Emergency Management Reform Act 2006

Both of the above acts and their regulations have differing assistance provided subsequent to jurisdictional declarations of emergencies (local, state, and federal). Consultation is required with Napa County Office of Emergency Services to ensure local proclamations are appropriate and adequate; to ensure the following categories are eligible; and to submit applications for reimbursement under either of the above programs.

Reimbursement ***may*** be available for emergency sheltering operations and emergency medical services provided at congregate shelters, depending upon the type and intensity

³ In Case of Emergency Rx <http://icerx.org/> Toll-free registration and information hotline at 1-888.ICERX.50 (1-888-423-7950).

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of the emergency. As it may not be known if reimbursement is available until well after these services are underway, documenting will immediately.

Documentation should include:

- Employee Classification
- Disaster Assignment
- Date and place assigned, specific work performed
- Release date from temporary disaster assignment
- Days and hours worked
- Travel costs (transportation, lodging and meals)
- Purchases of supplies, services (cots, food and water, linens, blankets, pillows, personal care items, towels, washcloths, televisions, radios, washers, dryers)
- Rental of equipment, vehicles or facilities
- Minor modifications to make facility habitable
- Utilities, generator fuel
- Security
- Cleaning and restoration
- Animal shelters (companion and service animals)

If available, the OES Automated Time Reporting System is used to track employee time and assignments.

2.12 SHELTER STATUS REPORT

Shelter Status Report Date/Time _____ Person Reporting _____		Call Back / Contact Information Telephone _____ Radio _____ Fax _____	
Shelter Name and Location: _____			
# Of Overnight Residents			
# Of Beds Available			
Resources Required, Provide Descriptions And Quantities <ul style="list-style-type: none"> ▪ Medical supplies ▪ Administrative supplies ▪ Food ▪ Clothing 		<ul style="list-style-type: none"> ▪ Comfort items ▪ Housekeeping supplies ▪ Staffing (medical, counseling, food preparation, security) ▪ Recreational equipment/toys ▪ Companion animal equipment and supplies ▪ Other 	
Problem Report _____			
Fax or call in this report to the Care and Shelter Branch at: 707-____-_____			

2.13 FEEDING OPERATIONS STATUS REPORT

FEEDING OPERATIONS STATUS REPORT							
Fixed Sites, # of Persons Fed				Mobile Operations, # of Persons Fed			
Location/ Host/Provider	Breakfast	Lunch	Dinner	Agency / CBO/ Private Provider	Breakfast	Lunch	Dinner
Fax or call in this report to the HHSA DOC Care and Shelter Branch at: 707-____ - _____							

3. AFTER ACTION REPORTS

At each shelter location, an After Action Report is compiled for submission to the HHSA DOC Care and Shelter Branch. The report includes response actions taken, issues identified, and recommendations for corrective action. The HHSA DOC Care and Shelter Branch Director assigns individuals or agencies responsibility for follow-up on the corrective actions and designates an individual responsible for updating this plan based on the findings.

Topic areas may include:

- ✓ General Information (location of shelter, staffing, number of clients, shelter open and close dates)
- ✓ Adequacy of Supplies (cots, blankets, admin supplies, medical supplies, feeding)
- ✓ Staffing shortfalls
- ✓ Public Information, referral information
- ✓ Security, claims, unpleasant events
- ✓ Recreation activities, childcare, client volunteerism
- ✓ Training needs
- ✓ Communication with response levels

4. PLANNING FOR ADDITIONAL SHELTER FACILITIES

The ARC has pre-inspected and identified 12 shelter facilities from which selections are made following specific events. This section of the plan is used when additional shelter sites are required because existing shelters are at capacity (1,500) and more individuals are requiring care and shelter.

4.1 SHELTER SITE SELECTION CRITERIA

Ideal characteristics of shelter facilities include:

- Space for parking
- Space for Sleeping (40 square feet per person)
- Additional space is required for:
 - Registration Area
 - Shelter Manager's Office
 - Health Services Area
 - Mental Health Services Area
- Food Preparation or Serving Areas (including space for a snack table)
- Recreation Area
- Toilet and Shower Facilities (one toilet per 40 people)
- Kitchen / Cooking Facilities
- Emergency Generator on Site
- Safety Features (e.g., fire extinguisher, fire sprinklers, and fire alarm)
- Building Heating and Cooling Capacity
- Telephones
- Accessibility for People with Disabilities.
- Refrigeration

Potential sites lacking all of the above features may be utilized with logistical or construction support to meet the deficiency (generators, access, kitchen, toilets).

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The six-page Red Cross facility survey form is located in Attachment C. Aside from public buildings already identified within the County, potential site consideration may include:

- o Commercial / industrial buildings (contact real estate agencies)
- o Dual facilities in proximity to each other (warehouse near a gym – showers)
- o Shopping malls, convention centers, wineries, college dorms
- o Tents, parking garages

A chart is developed following the facility inspections to compare logistical and construction support requirements and to serve as a worksheet for support task assignment.

Site Name	Indoor Sq. Ft.	Toilets	Showers	Generator	Access	Cooking Facilities	Telephones	Lighting	Climate Control

4.2 REQUESTING ADDITIONAL ASSISTANCE

In large events the American Red Cross (ARC) may draw upon its national capability under Disaster Relief Operations to augment shelter and feeding staff and commodities to assist the Chapter.

Additionally, The Salvation Army has national feeding resources which may be requested through the Memorandum of Agreement between the ARC and the Salvation Army.

In events in which all capability is overwhelmed at the Napa County Operational Area Emergency Operations Center (Op Area EOC) level for shelter and feeding, requests are forwarded to the Region II Emergency Operations Center (REOC). When more than one Operational Area requests assistance the REOC activates the Regional Emergency Coordination Plan (RECP) Regional Mass Care and Shelter Plan and forwards requests to the State Operations Center (SOC). If requests may not be filled within the State, and the National Response Plan Framework is activated, requests are forwarded to Emergency Support Function #6.

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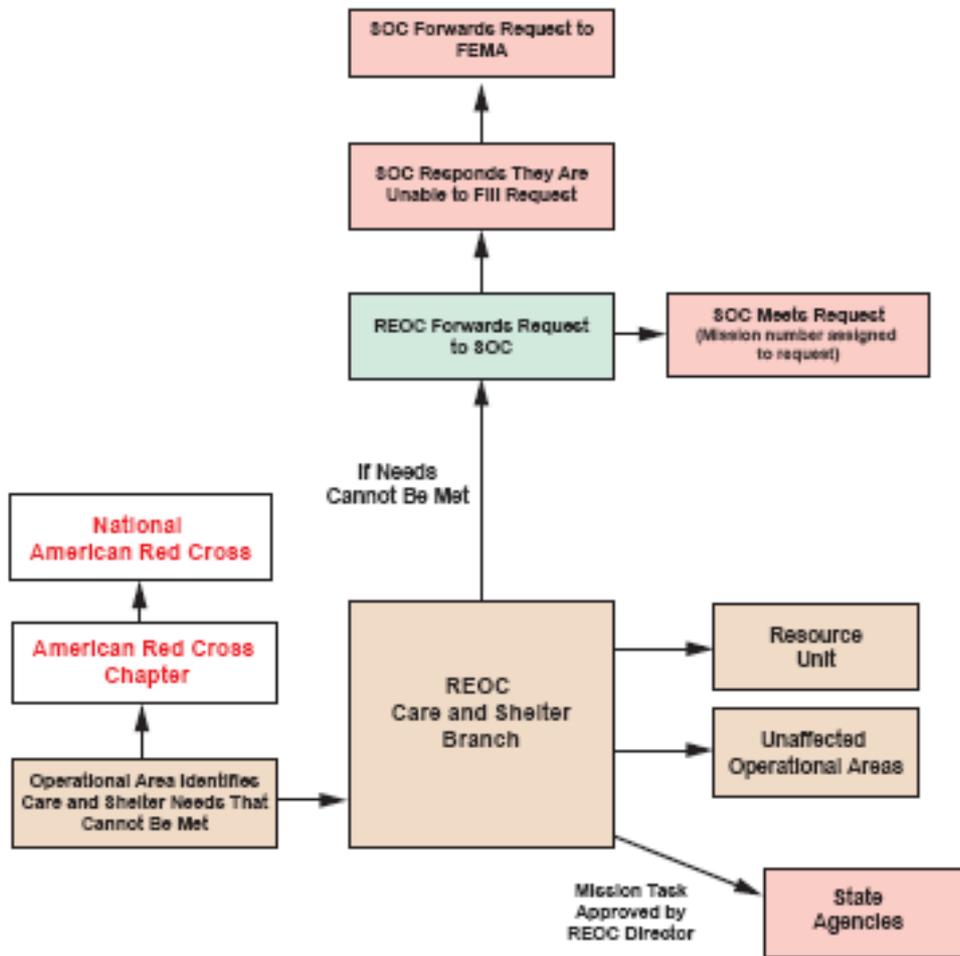


FIGURE 2 - REGIONAL MASS CARE COORDINATION

Source: Regional Emergency Coordination Plan, Regional Mass Care and Shelter Plan final draft February, 2007.

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The HHSA DOC Care and Shelter Branch of the Op Area EOC uses RIMS, when available, to request resources from the REOC. RIMS generates the mission request tracking form which includes the following information: (note: if RIMS is unavailable, the request includes the same information)

- A description of the current situation
- A description of the requested staff, equipment, facility, and supply needed
- Specification of the type or nature of the service to be provided
- Delivery location with a common map reference (longitude/latitude)
- Local contact at delivery location with primary and secondary means of contact
- Name of the requesting agency and/or Operational Area contact person
- Indication of when the resource is needed and an estimated duration of use
- For requested resources that include personnel and/or equipment with operators, a description of logistical support is required (e.g., food, shelter, fuel, and reasonable maintenance).

Requests are sent by telephone, fax or radio and receipt is confirmed with the REOC.

The following table from the RECP Regional Mass Care and Shelter Plan provides anticipated equipment resources required to support a 20,000 meal per/day kitchen without utilities.

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MASS FEEDING SITE EQUIPMENT RECOMMENDATIONS

The example below shows what may be needed to support a 20,000-meal-per-day kitchen, and estimates quantities of each equipment item needed to operate for one month. The information is not specific to a site and is only presented as an illustration.

Resource	Quantity Needed per Day	Quantity Needed per Month
53-foot dry box (can be substituted by a 48-foot dry box)	1	2
53-foot Reefer trailer with freezer and refrigeration capability (can be substituted by a 48-foot trailer)	2	2
2,000-gallon grey water container	1	1
2,000-gallon fresh water container	1	1
Portable toilets	8	8
3,000-pound rubber-wheeled propane or electric fork lift (5,000-pound rubber-wheeled fork lift is acceptable)	1	1
Pallet jack (hand)	2	2
40-yard dumpster (10- to 40-yard range is acceptable)	1	1
Hand washing stations	4	4
30-KW generator (diesel fuel)	1	1
Diesel fuel	100 gallons	3,000 gallons

Source: Regional Emergency Coordination Plan, Regional Mass Care and Shelter Plan final draft February, 2007.

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5. RED CROSS SHELTER REGISTRATION FORM

AMERICAN RED CROSS Incident / DR Number & Name: _____
SHELTER REGISTRATION FORM Shelter Name: _____
Please print all sections Shelter City, County/Parish, State: _____

Family Name (Last Name):	Total family members registered: Total family members sheltered:
Pre-Disaster Address (City /State/Zip):	Post-Disaster Address (<i>if different</i>) (City/State/Zip):
Home Phone:	Cell Phone/Other:
Method of Transportation: If personal vehicle—plate #/State: (<i>for security purposes only</i>)	Identification verified by (Record type of ID; if none, write none):
Primary Language: If primary language is not English, please list any family members who speak English.	

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

Name (Last , First)	Age	Gender (M/F)	Rm./Cot #	Arrival Date	Departure Date	Departing? Relocation address and phone

Are you required by law to register with any state or local government agency for any reason?
 Yes No If Yes, please ask to speak to the shelter manager immediately.

I acknowledge that I have read/been read and understand the Red Cross shelter rules and agree to abide by them.

Signature _____ Date: _____

CONFIDENTIALITY STATEMENT
 American Red Cross generally will not share personal information that you have provided to them with others without your agreement. In some circumstances disclosure could be required by law or the Red Cross could determine that disclosure would protect the health or well-being of its clients, others, or the community, regardless of your preference.

Below, please initial if you agree to release information to other disaster relief, voluntary or non-profit organizations and/or governmental agencies providing disaster relief.

I agree to release my information to other disaster relief, voluntary or non-profit organizations _____
 I agree to release my information to governmental agencies providing disaster relief _____

By signing here, I acknowledge that I have read the confidentiality statement and understand it.

Signature _____ Date: _____

Shelter Worker Signature _____

After registration, each family should go through the Shelter Initial Intake Form to determine if further assistance or accommodation is needed.

For Red Cross Use Only		Form 5972 Rev 02/07
Copy Distribution		
1. Shelter registration on-site file - Mass Care	2. Information Management (Data Entry)	3. Client (if requested)

6. RED CROSS SHELTER RULES

Shelter Rules

1. Indicate restricted areas within the shelter facility.
2. Insist shelter residents keep valuables with them at all times.
3. Establish quiet/sleeping area; children play area.
4. Prominently post meal, shower and bathing schedule.
5. Determine and enforce a curfew (lights out).
6. Establish a policy regarding use of cell phones.
7. Remind residents of acceptable noise level.
8. Determine length of phone use (where necessary).
9. Establish outdoor smoking area (state law prohibits smoking on public school grounds).
10. Enforce signing in and out procedures.
11. Shelter residents will be respectful toward staff and fellow residents - No foul language, abusive behavior, stealing or destruction of property.
12. No food in the dormitory/sleeping area.
13. Children must be accompanied at all times.
14. Shelter residents must be appropriately dressed at all times.
15. No alcohol or illegal drugs allowed in the shelter; persons determined to be under the influence of alcohol or illegal drugs will not be admitted.
16. No weapons in the shelter; including but not limited to firearms, knives.
17. No pets in the shelter (except service animals).

7. THE AMERICAN RED CROSS FACILITY SURVEY

SHELTER FACILITY SURVEY

Please print all information. This form is generic to many types of shelters; some of the questions on this form might not apply to every site. In such cases, answer N/A (not applicable).

Site Name: _____
Street Address: _____
Town/City: _____ County/Parish: _____ State: _____ Zip Code: _____
Mailing Address (if different): _____
Phone: (____) _____-____ Fax: (____) _____-____
Email address (if applicable): _____

EMERGENCY CONTACT INFORMATION:

To authorize facility use, contact (Name[s], phone number[s], cell number[s]); include secondary contacts:

To open the facility 24/7, contact (Name[s], phone number[s], cell number[s]); include secondary contacts:

Directions to the facility from the nearest major highway evacuation route. Use major landmarks (e.g., highways, intersections, rivers, railroad crossings, etc.). Do not use landmarks likely to be destroyed or unrecognizable after the disaster. Include latitude and longitude if available (they can be obtained via GPS).

Latitude: _____ Longitude: _____

CAPACITY

Capacity for all shelters should be calculated using any space that could feasibly be used as sleeping space for an event. In an evacuation shelter, capacity should be calculated using 15 to 20 square feet per person. In a general shelter, use 40 to 60 square feet per person to determine capacity.

Capacity Evacuation = _____ at _____ square feet
 General = _____ at _____ square feet

LIMITATIONS ON FACILITY USE

Some facilities are only available during certain times due to other activities. Please indicate the dates that the facility is available.

- This facility will be available for use at anytime during the year.
- This facility is **only** available for use during the following time periods:
- From: _____ to _____
- From: _____ to _____
- This facility is **not** available for use during the following time periods:
- From: _____ to _____
- From: _____ to _____

Some facilities have specific areas that can be used as an emergency shelter. Please indicate restrictions on use of certain areas of the building or if the entire facility is available for use.

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GENERAL FACILITY INFORMATION

FIRE SAFETY

Some facilities that appear to be suitable for sheltering might not meet fire codes based on building capacity. This list of questions is not meant to be exhaustive. It is recommended that local codes be examined to determine if the facility meets them. In addition, contact can be made with the fire department to ensure compliance.

Does the facility have inspected fire extinguishers? Yes No

Does the facility have functional fire sprinklers? Yes No

Does the facility have a fire alarm? Yes No

If yes, choose one: Manual (pull-down) Automatic

Does the fire alarm directly alert the fire department? Yes No

Comments from fire department, if available: _____

UTILITIES

A major concern in running an emergency shelter is whether or not utilities can continue to run after a storm. This section is designed to evaluate the capabilities of the facility and to list the appropriate contacts in case the utilities fail.

Emergency generator on site? Yes No

IF YES- Capacity in kilowatts: _____ Power for entire shelter? Yes No
If no, what will it operate? _____

Operating time, in hours, without refueling, at rated capacity: _____

Auto start Manual start Fuel type: _____

Utility company name: _____

Contact name: _____ Emergency phone number: (____) ____-____

Generator fuel vendor: _____ Emergency phone number: (____) ____-____

Generator repair contact: _____ Emergency phone number: (____) ____-____

IF NO- Emergency generators do not have to be present in order to use the facility as a shelter. However, care must be taken to evaluate the appropriateness of the facility in emergency situations. For example, if there are no appropriate facilities in the area available for sheltering that have emergency generators, consideration should be made to use those facilities. Most pre-identified emergency shelters do not have generators. In addition, if a shelter does not have a generator on site, it is appropriate to pre-identify vendors so that a generator could be brought in if necessary.

Heating Electric Natural gas Propane Fuel Oil

Utility/vendor name: _____

Contact name: _____ Emergency phone number: (____) ____-____

Repair contact: _____ Emergency phone number: (____) ____-____

Cooling Electric Natural gas Propane

Utility/vendor name: _____

Contact name: _____ Emergency phone number: (____) ____-____

Repair contact: _____ Emergency phone number: (____) ____-____

Cooking Electric Natural Gas Propane No cooking facilities on site

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Utility/vendor name:
 Contact name: Emergency phone number: () -
 Repair contact: Emergency phone number: () -

See the Food Preparation section below.

Telephones Business phones available to shelter staff? Yes No

Phones available to shelter residents? Yes No

Number of phones: Locations:
 Utility/vendor name:
 Contact name: Emergency phone number: () -
 Repair contact: Emergency phone number: () -

Water Municipal Well(s) Trapped water

If trapped: Potable (drinkable) storage capacity in gallons:
 Non-potable (undrinkable) storage capacity in gallons:
 Utility/vendor name:
 Contact name: Emergency phone number: () -
 Repair contact: Emergency phone number: () -

Planning for Drinking Water

The recommended amount of potable water to have on hand per evacuee is one gallon per day. Presuming that existing water supplies remain available, and that the goal for resources on hand is for three days after the shelter opens, you should strive to have three gallons on hand for each projected shelter resident.

Projected population x 3 = projected number of gallons of water needed.

Projected population x 3

 - Total available

 Gallons of Water Needed

MATERIAL SUPPORT

COTS & BLANKETS

During evacuation sheltering, it is often impractical to have cots and bedding for all evacuees. However, it is desirable to have some cots and bedding on hand to be provided on a case by case basis to shelter residents who could, for a variety of reasons, experience hardship by sleeping on the floor. A good planning target for the quantity of cots to have on hand for evacuation sheltering is enough for 10% of the projected population. Generally, it is recommended to have two blankets per person in the shelter.

Projected population ÷ 10 = projected number of cots needed.

Projected population ÷ 10 <input type="text"/>	Projected population ÷ 5 <input type="text"/>
- Total available <input type="text"/>	- Total available <input type="text"/>
Cots needed <input type="text"/>	Blankets needed <input type="text"/>

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ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Many people with disabilities can be accommodated in general shelters. It is important to evaluate a building to determine if it is accessible to people with disabilities. No single deficiency in the following list makes a facility "out of compliance" or unfit for consideration. There are many acceptable temporary mechanisms that can make a facility accessible. For guidance in this area, contact your local building or safety department, an assisted living center or a disability advocacy organization.

Access to building

- Curb cuts (minimum 35 inches wide)
- Accessible doorways (minimum 35 inches wide)
- Automatic doors or appropriate door handles
- Ramps (minimum 35 inches wide) Are ramps: Fixed Portable
- Level Landings

Accessible and accommodating restrooms

- Grab bars (33-36 inches wide) Sinks @ 34 inches in height
- Stall (38 inches wide) Towel dispenser @ 39 inches in height

Showers

- Shower stall (minimum 36 inches by 36 inches) Grab bars (33-36 inches in height)
- Shower seat (17-19 inches high) Hand-held spray unit with hose
- Fixed shower head (48 inches high)

Accessible and accommodating cafeterias

- Tables (28-34 inches high)
- Serving line [counter] (28-34 inches high)
- Aisles (minimum 38 inches wide)

Accessible telephones

- Maximum 48 inches high TDD available Earpiece (volume adjustable)

SANITATION

TOILETS

The American Red Cross recommended ratio for toilet facilities is a minimum of 1 restroom for 40 people. Count only those facilities that will be accessible to shelter residents and shelter staff.

Projected population ÷ 40 = projected needed number of toilet facilities.

Number of toilets available:	Men	Women	Unisex	People with Disabilities
Projected need:	Men	Women	Unisex	People with Disabilities
- Total available:	Men	Women	Unisex	People with Disabilities
Portable toilets needed:	Men	Women	Unisex	People with Disabilities

SINKS

The recommended ratio of sinks is one sink for every two toilets.

Number of sinks available:	Men	Women	Unisex	People with Disabilities
Projected need:	Men	Women	Unisex	People with Disabilities
Total available:	Men	Women	Unisex	People with Disabilities
Portable sinks needed:	Men	Women	Unisex	People with Disabilities

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SHOWERS

The best case scenario for showers is 1 shower for every 40 residents. In the case of evacuation shelters, the ratio can be higher. However, if it is determined that an evacuation shelter will be open longer term, alternative arrangements will have to be made. There might be a nearby facility that, while it couldn't be used a shelter, might have showers available. Consider requesting transportation through partner agencies; when a Disaster Relief Operation (DRO) has been set up, requests can go through Partner Services at the DRO. Portable showers might need to be acquired.

Number of showers available: Men Women Unisex People with Disabilities

Number of showers needed: Men Women Unisex People with Disabilities

Are there any limitations on the availability of showers (time of day, etc.)? Yes No

Alternatives for showers on-site:

Alternatives for showers off-site:

FOOD PREPARATION

None on site Warming oven kitchen

Full-service kitchen

(If full-service meals, "per meal" number that can be produced):

Facility uses central kitchen — meals are delivered

Central kitchen contact: Phone Number: () -

Planning for shelter feeding

While people coming to evacuation shelters are encouraged to bring food with them, for a variety of reasons this doesn't always occur. Therefore, it pays to be prepared to feed shelter residents. For planning purposes, it is helpful to think in terms of three to five days of meals with no outside assistance. This covers the possibility of widespread damage to commercial food sources and infrastructure. Meals can range from freshly prepared food at shelter facilities that have adequate kitchen facilities to prepackaged shelf-stable meals (military-style Meals Ready to Eat [MREs], Heater Meals, etc.). The planning target should be 5 meals worth of food in inventory for each projected shelter resident.

Projected population x 5 = projected number of meals needed.

Projected need

- Total available

Meals Needed

Equipment (Indicate quantity and size [sq. ft.] as appropriate).

Refrigerators Walk-in refrigerators Ice machines

Freezers Walk-in freezers Braising pans

Burners Griddles Warmers

Ovens Convection ovens Microwave ovens

Steamers Steam kettles

Sinks Dishwashers

FEEDING AREAS

None on site Snack Bar (seating capacity:) Cafeteria (seating capacity:)

Other indoor seating (describe, including size and capacity estimate):

Total estimated seating capacity for eating:

Comments related to feeding:

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OTHER CONSIDERATIONS

ARC 4496

"Standards for Selection of Hurricane Evacuation Shelters," or ARC4496, is a document published by the American Red Cross. Planning considerations for hurricane evacuation shelters involve a number of factors and require close coordination with local officials responsible for public safety. Technical information contained in hurricane evacuation studies, storm surge mapping, flood mapping and other data can now be used to make informed decisions about the suitability of shelters. Anyone considering using a facility as a hurricane evacuation shelters should carefully review ARC 4496 and consult with local officials to ensure safety of the facility is considered.

HEALTH SERVICES

Number of rooms available: Number of beds or cots available:
Number of rooms needed: Number of beds or cots needed:
Total square footage of available health care space:

BABY AND INFANT SUPPORT SUPPLIES

Diaper changing tables are extremely important due to health safety considerations. While there is not a recommended number of tables by population, there should be changing tables available. Beyond diaper changing, it is helpful to know in advance what baby supplies are available, if needed.

of diaper changing tables:
of diapers available:
Cans of formula available:

LAUNDRY FACILITIES

Generally, shelters do not have access to laundry facilities. Availability of such facilities would be considered an extra and not a necessity. These facilities would be especially useful for a shelter open longer than a week.

Number of clothes washers: Number of clothes dryers:
Will the shelter worker or shelter residents have access to these machines? Yes No
Are laundry facilities coin operated? Yes No
Special conditions or restrictions:

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