COUNTY OF MONTEREY
OPERATIONAL AREA

EMERGENCY OPERATIONS PLAN

ANNEX B | CARE AND SHELTER

SEPTEMBER 2019

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PLAN WORKSHEET

OBJECTIVE	Identifies options for providing mass care and shelter services to those impacted during a disaster; Identifies the roles and responsibilities of each partner agency involved in care and shelter operations; Provides guidance regarding possible resources for meeting the needs of people, including disabilities and other access and functional needs.
FEDERAL EMERGENCY SUPPORT FUNCTION	Federal Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing and Human Services (ESF #6)
STATE OF CALIFORNIA EMERGENCY FUNCTION	State of California Emergency Plan Emergency Function 6 (EF 6) – Care and Shelter.
AUTHORITY	The Robert T. Stafford Disaster Relief and Emergency Assistance Act; California Health and Safety Code § 34070; California Emergency Services Act, California Government Code § 8550-8668; Monterey County Code Ch 2.68, Emergency Procedures and Organization.
REQUIREMENTS	Standardized Emergency Management System (SEMS); National Incident Management System (NIMS)
REFERENCE	This Plan is an Annex to the Monterey County Operational Area (OA) Emergency Operations Plan (EOP).
HAZARDS ADDRESSED	All hazards resulting in the displacement of communities.
OUTCOMES	It provides a structure in which to effectively direct, manage, and control the following activities: Mass Care: and Human Services.
APPROVAL	Approval and recommendation for adoption by the Monterey County Disaster Council (April 2019); Resolution to adopt by the Monterey County Board of Supervisors (July 2019).
UPDATES	Required every 3 years; Next update will commence in 2022.
WEBSITE	https://www.co.monterey.ca.us/government/departments-a-h/administrative-office/office-of-emergency-services/plans

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1. INTRODUCTION

THIS ANNEX DEFINES THE ROLES OF THE MONTEREY COUNTY OPERATIONAL AREA (OA)AND IT'S PARTNERS IN PROVIDING CARE AND SHELTER. IN MONTEREY COUNTY, MASS CARE SERVICES MAY BE PROVIDED BY A COMBINATION OF ANY ONE OF THE FOLLOWING AGENCIES: ARC, COUNTY OF MONTEREY, LOCAL GOVERNMENTS AND/OR FAITH-BASED ORGANIZATIONS. THIS ANNEX ADDRESSES THE FOLLOWING AREAS:

- IDENTIFIES OPTIONS FOR PROVIDING MASS CARE AND SHELTER SERVICES TO THOSE IMPACTED DURING A DISASTER.
- IDENTIFIES THE ROLES AND RESPONSIBILITIES OF EACH PARTNER AGENCY INVOLVED IN CARE AND SHELTER OPERATIONS.
- PROVIDES GUIDANCE REGARDING POSSIBLE RESOURCES FOR MEETING THE NEEDS OF PEOPLE WITH DISABILITIES AND OTHER ACCESS AND FUNCTIONAL NEEDS.

1.1 PLANNING PROCESS

The 2018 Monterey County Operational Area (OA) Mass Care and Shelter Plan update began in January 2017 consisting of four planning meetings. The first draft of the plan was tested at the 2017 Urban Shield Yellow Command Tabletop Exercise in September 2017; the Plan was then exercised at the 2018 Urban Shield Yellow Command Functional Exercise in September 2018.

1.1.1 SUPERSESSION

The Monterey County Catastrophic Earthquake Mass Care and Sheltering Plan was first written in August 2010 as part of a regional effort to plan for regional catastrophic earthquakes. This document was prepared under a grant from FEMA's National Preparedness Directorate, U.S. Department of Homeland Security.

This plan has been prepared for the Bay Area Urban Area Security Initiative Approval Authority (Approval Authority) on behalf of the counties and cities within the 12-county Bay Area Region. The plan describes the general strategy for emergency response to an incident with regional impact.

The 2010 project was supported by the California Emergency Management Agency under FY 07/08 RCPGP #2008-CP-T8-0018, OES ID 075-95017, awarded by the U.S. Department of Homeland Security.

1.1.2 WHOLE COMMUNITY

Monterey County has embraced FEMA's whole community approach to creating engaged and resilient communities by which residents, emergency management practitioners, community leaders, and government officials can understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capabilities, and interests.

By engaging communities, we can understand the unique and diverse needs of a population including its demographics, values, norms, networks, and relationships. Monterey County is committed to ensuring that considerations are made for persons with access and functional needs (AFN) at every stage if the emergency management process.

1.2 AUTHORITIES AND REFERENCES

The Monterey County Mass Care and Sheltering Plan is a whole-community, all-hazard, function-specific annex to the Monterey County Emergency Operations Plan (EOP).

The Plan is consistent with:

- The laws and ordinances of the County of Monterey.

- The Standardized Emergency Management (SEMS)

- The National Incident Management System (NIMS)

- Other regional planning efforts including the: San Francisco Bay Area Regional Catastrophic Earthquake Mass Care and Sheltering Concept of Operations; San Francisco Bay Area Regional Catastrophic Earthquake Interim Housing Concept of Operations; the San Francisco Bay Area Regional Emergency Coordination Plan (RECP);

- Guide for Shelter Operations after a Disaster, prepared by the Bay Area Urban Area Security Initiative Program

The following local, State, and Federal authorities, regulations, and requirements apply to the preparation of this Plan and to mass care and sheltering operations that are conducted in the response to a large-scale incident resulting the care and shelter of mass quantities of Monterey County residents, guests, and visitors.

1.2.1 LOCAL

Local authorities for emergency response are described in the Monterey County Emergency Operations Plan. Additional authorities, regulations, and requirements that apply specifically to mass care and sheltering operations and interim housing are:

- Monterey County Code Ch 2.68, Emergency Procedures and Organization
- Monterey County Code Ch 5.44, Property Tax Reassessment Disaster Relief
- Monterey County Code Ch 15.40, Emergency Medical Services System
- Monterey County Code Title 11, Public Peace, Morals, and Welfare
- Monterey County Code Title 14, Streets, Sidewalks, and Public Places
- Monterey County Code Title 18, Building and Construction
- Monterey County Code Title 21, Zoning

1.2.2 STATE

California law places primary responsibility for emergency mass care and shelter at the local jurisdiction level. The California Health and Safety Code, the California Emergency Services Act, and the California Disaster and Civil Defense Master Mutual Aid Agreement outline responsibilities, planning requirements, and resource commitments. As per the California Health and Safety Code, Sections 34070–34072, local government is to provide or contract with recognized community organizations to make emergency or temporary shelter available for people displaced by a natural disaster or other emergency. California's State Emergency Plan and SEMS put local government at the first level of response for meeting the disaster needs of people in its jurisdiction. Local emergency ordinances outline local powers, roles, and responsibilities and provide for the development and adoption of local emergency plans.

As described in the Monterey County Emergency Operations Plan., emergency response operations within Monterey County are conducted in accordance with:

- California Emergency Services Act, California Government Code § 8550-8668
- California Government Code § 8593.3 (2016) – Accessibility to Emergency Information and Services
- Standardized Emergency Management System (SEMS)
- Health and Safety Code § 34070
- Fair Employment and Housing Act

1.2.3 FEDERAL

Federal operations in support of local and State governments are governed by the following:

- The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288, as amended. (42 U.S.C. §§ 5121-
- 5206)
- United States Congress mandates by congressional charter the American Red Cross to undertake activities for the purpose of mitigating the suffering caused by natural disasters and other emergencies.

- National Incident Management System (NIMS)
- National Response Framework, 2008. Sets forth roles and responsibilities of Federal and certain non-Federal entities after catastrophes overwhelm State and local government. Mass Care is found in the Emergency Support Function (ESF) #6.
- Homeland Security Act of 2002
- Homeland Security Presidential Directive 5
- Post-Katrina Emergency Management Reform Act of 2006
- Pets Evacuation and Transportation Standards Act of 2006
- Public Health Service Act, as amended
- Social Security Act of 1935, as amended
- Americans With Disabilities Act of 1990
- Fair Housing Act of 1988, as amended

2. PURPOSE, SCOPE, SITUATION OVERVIEW, AND PLANNING ASSUMPTIONS

OVERVIEW

THE FUNCTION OF MASS CARE AND SHELTER IS TO PROVIDE RELIEF TO PEOPLE TEMPORARILY DISPLACED BY NATURAL, TECHNOLOGICAL OR HUMAN-CAUSED EMERGENCIES OR DISASTERS. THIS ANNEX OUTLINES THE MONTEREY COUNTY OPERATIONAL AREA'S (OA) PLANNED RESPONSE FOR MASS CARE AND SHELTER ASSOCIATED WITH LARGE-SCALE DISASTERS.

THE INTENT OF THIS ANNEX IS TO CREATE A FRAMEWORK FOR A MASS CARE AND SHELTER EVENT WITHIN EXISTING STATUTORY OBLIGATIONS AND LIMITATIONS. THIS ANNEX DOES NOT APPLY TO NORMAL DAY-TO-DAY OPERATIONS, RATHER, IT FOCUSES ON LARGE-SCALE, CATASTROPHIC EVENTS THAT CAN GENERATE UNIQUE SITUATIONS.

2.1 PURPOSE

The purpose of this plan is to provide guidance on conducting operations for the care and sheltering of individuals displaced by a large incident. The plan provides details for coordination of local, regional, State, Federal, private-sector, and nongovernmental organizations (NGOs) that have a role in mass care and sheltering operations.

2.2 GOALS AND OBJECTIVES

- **OBJECTIVE 1:** Project the impacts of a large-scale incident on the emergency housing needs of Monterey County communities;

- **OBJECTIVE 2:** Define the planning assumptions;

- **OBJECTIVE 3:** Identify and define agency roles in mass care and sheltering operations;

- **OBJECTIVE 4:** Describe the resources required for mass care and sheltering operations;

- **OBJECTIVE 5:** Identify resources and mechanisms for integrating State and Federal resources into Monterey County operations;

- **OBJECTIVE 6:** Identify recommended priorities;

- **OBJECTIVE 7:** Identify recommended, time-based objectives to guide response operations;

- **OBJECTIVE 8:** Establish a response timeline for mass care and sheltering and interim housing operations.

2.3 SCOPE

The Care and Shelter Annex details the organization, responsibilities, and concept of operations for response and recovery functions during a potential, imminent, or declared emergency. It provides a structure in which to effectively direct, manage, and control the following activities:

- **MASS CARE:** The provision of shelter, feeding, and bulk distribution of needed items and related services to persons affected by a large-scale incident.

- **HUMAN SERVICES:** The provision of very basic supplemental services to support the personal and/or immediate recovery needs of individuals affected by disaster.

The Monterey County Operational Area (OA) model for shelter operations is integrated and inclusive. The County will use shelter facilities that are ADA-compliant or can be made compliant through modification, and showers and restrooms will be fully accessible to all occupants.

> THE OPERATIONAL AREA WILL, WITHIN REASON, ADDRESS THE NEEDS OF INDIVIDUALS WITH DISABILITIES AND OTHERS WITH ACCESS AND FUNCTIONAL NEEDS, WHICH INCLUDES INDIVIDUALS WHO HAVE DEVELOPMENTAL OR INTELLECTUAL DISABILITIES, PHYSICAL DISABILITIES, CHRONIC CONDITIONS, INJURIES, LIMITED ENGLISH PROFICIENCY OR WHO ARE NON-ENGLISH SPEAKING, OLDER ADULTS, CHILDREN, PEOPLE LIVING IN INSTITUTIONALIZED SETTINGS, OR THOSE WHO ARE LOW-INCOME, HOMELESS, OR TRANSPORTATION DISADVANTAGED, INCLUDING, BUT NOT LIMITED TO, THOSE WHO ARE DEPENDENT ON PUBLIC TRANSIT OR THOSE WHO ARE PREGNANT.

This annex aligns with federal Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing and Human Services (ESF #6) and with the State of California Emergency Plan Emergency Function 6 (EF 6) – Care and Shelter. Some aspects of ESF #6 and EF 6 are not included in this annex, including emergency assistance and temporary housing.

2.4 ASSUMPTIONS

This section contains a description of the assumptions that were used in the development of this Plan. The general planning assumptions that will drive the mass care and sheltering response are:

- The Monterey County Operational Area (OA) Duty Officer (DO) will be notified of the incident within two hours of the initial report to the County's Emergency Communications Center (ECC). In the event the DO is not available the Emergency Services Manager and/or Director of Emergency Services will be notified.
- The Monterey County Operational Area (OA) Emergency Operations Center (EOC) is operational. All other local government functions may be severely compromised or focused entirely on the response to the incident.
- Local government EOCs, and the Operational Area (OA) Emergency Operations Center (EOC), may be overwhelmed and challenged to manage the response effectively.
- Relocation of residents may be accomplished in a number of ways, including pre-established agreements, transfers within corporate structures, and assistance from County resources such as the Medical/Health Operational Area Coordinator (MHOAC), the Medical Coordination Center (MCC), and other operations centers as activated.
- It is anticipated that approximately 5% of an evacuated population may seek shelter at a mass care facility. The majority of evacuees will stay with friends/family, move out of the area, or stay in hotels.
- Evacuees in shelters will be provided with public information concerning the disaster

through multiple modalities.

- A percentage of those seeking shelter may need transportation from impacted areas to care and shelter facilities.
- Medically fragile persons are best sheltered at medical facilities that can support medically fragile persons and their caregivers. Nevertheless, medically fragile persons may present at a general population shelter and will need care until they can be safely transferred to an appropriate facility.
- Generally, service delivery sites (shelters, fixed feeding sites, etc.) will meet ADA guidelines. Temporary modifications may be necessary to meet these guidelines.
- Monterey County Operational Area (OA) shelter planning and procedures account for the unique needs of individuals with disabilities and others with access and functional needs.
- In many cases, temporary evacuation centers, as opposed to shelters, will be sufficient. Temporary evacuation centers may provide information and canteen services, but do not provide overnight accommodations, thus requiring significantly less staffing and resources.
- Monterey County residents may choose to camp-out, sleep in cars, or stay close to their property, rather than go to an emergency shelter. These individuals may still have needs and expectations for disaster assistance from the government.
- In the immediate days after a major disaster, neighborhood organizations and houses of worship may emerge to provide care and shelter support independent of local government. The challenge will be in coordinating and supporting their activities.
- In most emergencies, shelters will generally not operate for more than a week. However, in a catastrophic disaster, it is likely that long-term mass care and sheltering will be required until rental assistance and temporary housing resources become available. In that case, the Operational Area (OA) Emergency Operations Center (EOC) Care and Shelter Branch must work with local, state, and potentially federal partners to transition from emergency sheltering to long-term sheltering.
- The government of the County of Monterey continues to function, or the County's Continuation Of Government (COG) and or Continuation of Operations (COOP) plans are activated.
- The Emergency Operations Center (EOC) will receive timely notification from the field Incident Commander/Unified Command or Sheriff's Office of the need for evacuations and provision of Mass Care and Shelter services.
- The Care and Shelter Branch (MCS) is staffed including the Human Care/Shelter Unit (American Red Cross liaison) and Animal Care/Shelter Unit (SPCA liaison) within two hours of the activation of the MCS Branch. The School Care/Shelter Unit will be staffed as needed.
- The County Administrative Officer declares a Local Emergency (to be ratified by the Board of Supervisors) and requests State assistance.
- The CAL OES -Regional Emergency Operations Center (REOC) is notified of the incident and provided a situation report including the need for evacuations, mass care, and sheltering

- On a statewide basis, all elements of SEMS are functional, including communications and mutual aid systems.
- The response capabilities and resources of the local governments and the State in the region may be quickly overwhelmed or exhausted.
- A detailed and credible Common Operating Picture (COP) may not be achieved for 24 to 48 hours (or longer) after the incident. As a result, response activities begin without the benefit of detailed and complete situational or critical needs assessments.
- First responders, providers of relief services, and other critical response personnel may be personally affected by the incident and may be unable to report to their posts for days because of the damaged transportation infrastructure. First responders who are on duty may be held over for additional shift coverage.
- Once the President declares a disaster and commits Federal resources, the State and Federal governments establish joint operations to provide assistance to local jurisdictions.
- Assistance in the form of response teams, equipment, materials, and volunteers will begin to flow toward the region creating coordination and logistical support challenges.
- Because of damage to the transportation infrastructure, out-of-region mutual aid, State and Federal resources, and resources from other states cannot begin to arrive for up to 72 hours.

2.5 CONSIDERATIONS

2.5.1 SPONTANEOUS SHELTERS

Shelters that are not predesignated or known by government will open in communities within hours after the incident. Community-based organizations (CBOs) and faith-based organizations (FBOs) will manage spontaneous shelters initially. Spontaneous or unplanned shelters are not likely to be properly supported for several days after the incident and will need resources.

Government-sanctioned shelters will also need resources when initial supplies are exhausted. Local governments will determine the level of support that can be provided to spontaneous shelters based on resource availability. In some cases, it may be expeditious to consolidate spontaneous shelters with government-sanctioned shelters.

2.5.2 MEGA-SHELTERS

In a catastrophic, meta-scenario incident "mega-shelters" (facilities with populations greater than 1,000) may open in the first week after the incident to shelter large numbers of people seeking short-term shelter (up to E+14 days). Mega-shelters may begin to close and return to other uses within E+14 days to speed community recovery.

2.5.3 SHELTER POPULATION TRENDS

Large numbers of displaced residents will choose not to use shelters and will stay near their properties in vehicles, tents, or other temporary structures.

However, when the projected length of time for restoration of power and water systems is extended, many of these people will choose to relocate to an existing shelter when their own resources are depleted. Some may choose to relocate their recreational vehicles, tents, etc. to an established shelter site for sleeping/shelter purposes while availing themselves of mass care services offered at the site. Follow-on impacts from the incident (aftershocks, flooding, utility outage, food scarcity) will likely increase shelter populations over time with populations expected to peak between E+7 to E+14 days.

2.5.4 ANIMAL CARE AND SHELTER

Animal care is an essential component of shelter planning. Experience has shown that many people will not seek shelter unless their domestic animals are attended to. Planning assumptions account for people arriving at general shelters with companion and service animals. In accordance with federal law, service animals can accompany their owners while staying in human shelter facilities. The sheltering of large and small animals is addressed in the Monterey County Operational Area (OA) Emergency Operations Plan: Animal Annex.

2.5.5 CORRECTIONAL FACILITIES

Monterey County has four correctional facilities (one juvenile and three adult). The California Department of Corrections and Rehabilitation (CDCR) maintains an independent plan for management of incarcerated populations and staff of their facilities.

2.5.6 UNDOCUMENTED SHELTER RESIDENTS

Shelters in California serve a diverse group of people in need of temporary housing, including foster youth unable to live in their homes of origin, individuals seeking refuge from domestic violence, individuals experiencing homelessness, and those temporarily displaced from their homes due to a natural disaster or other emergency. Shelter administrators help their clients feel safe and secure under extraordinarily challenging personal circumstances. In a state with more than ten million immigrants, where 27 percent of California residents are foreign-born, shelters of all kinds must be able to serve immigrants with sensitivity to fulfill their humanitarian goals.

Immigration enforcement threats have led immigrants to question whether it is safe to seek shelter, even at times of crisis when there are no good alternatives. Rumors of immigration enforcement at emergency evacuation centers, for example, reportedly kept people from emergency shelters after a recent wave of forest fires. Fears of immigration enforcement thus deter immigrants in need from using critical shelter services.

SHELTER CLIENTS ARE PROTECTED FROM UNREASONABLE SEARCHES AND SEIZURES BY THE FOURTH AMENDMENT TO THE UNITED STATES CONSTITUTION. THE TYPE OF LEGAL AUTHORITY REQUIRED FOR LAW ENFORCEMENT OFFICERS TO ACCESS AREAS OF A SHELTER DEPENDS ON WHETHER A SHELTER CLIENT—OR ANY PERSON IN A SHELTER—HAS AN EXPECTATION OF PRIVACY IN THE PLACE TO BE ENTERED. A HOME HAS THE HIGHEST LEVEL OF CONSTITUTIONAL PROTECTION, AND CERTAIN LOCATIONS IN SHELTERS ARE SIMILAR TO, OR COULD BE CONSIDERED, A CLIENT'S HOME.

Areas in a shelter where persons do not have a reasonable expectation of privacy may be searched and persons within that area may be arrested based solely on an immigration authorities administrative warrant. Whether a reasonable expectation of privacy exists in an area within a shelter depends on the factual circumstances specific to that area. Constitutional protection will hinge on factors like the openness, security, and use of the area in question. Therefore, although there may be a Fourth Amendment argument, Monterey County cannot guarantee that law enforcement officers will not be able to arrest people in shelters subject to valid warrants.

ADDITIONALLY, AS A PUBLIC EMPLOYER AND WHOSE EMPLOYEES MAY STAFF A SHELTER, THE COUNTY OF MONTEREY WILL COMPLY WITH THE IMMIGRATION WORKER PROTECTION ACT, PROHIBITING THE COUNTY OF MONTEREY GOVERNMENT FROM ALLOWING FEDERAL IMMIGRATION ENFORCEMENT AGENTS TO ENTER THE PREMISES OF COUNTY WORK PLACES WITHOUT A WARRANT, SUCH AS A SHELTER.

RESOURCE: Promoting Safe and Secure Shelters for All: Guidance and Model Policies to Assist California Shelters in Responding to Immigration Enforcement, California Attorney General

2.5.7 PRE-DISASTER HOMELESS PERSONS

Persons seeking public shelter have fewer options or alternatives. Within the shelter population there will be a disproportionately large number of low-income persons and persons who are elderly, disabled and pre-disaster homeless.

RESOURCE: See Attachment 4 for Monterey County Department of Social Services Inclement Weather Sheltering Program.

2.6 HAZARD ASSESSMENT

An estimated 437,907 people in live in Monterey County. According to a 2015 report by the California Employment Development Department, an estimated 35% of Monterey County residents commute outside of the county for work; an estimated 7,000 people commute into the county for work.

The table below depicts the number of homes located in the high hazard areas of Monterey County. Projected number of displaced households and people needing shelter in Monterey County are subject to the type and magnitude of hazard. In general, the plan estimates that 5% of the total affected population will seek shelter after any disasters, small or large.

Potential pre-identified shelter facilities in the Monterey County Operational Area (OA) provide adequate square footage to provide shelter to evacuees from the County and region based on the estimated population seeing shelter. However, damaged facilities and limited shelter equipment and supplies within the Operational Area (OA) will likely constrain the Mass Care and Shelter response for the first 72 hours or longer following the incident.

HAZARD TYPE	METHOD	RESIDENTIAL BUILDINGS	AFFECTED POPULATION	EST. SEEKING SHELTER
Dam Failure	Inundation area	15,304	72,926	3,646
Earthquake	High	73,116	295,032	14,752
	Moderate	29,736	93,431	4,672
Flood	100-year flood zone	4,886	18,819	941
Hazardous Materials	1-mile buffer mobile	46,826	263,681	13,184
	1-mile buffer fixed	7,566	54,659	2,733
Landslide	High	1,059	5,083	254
	Moderate	5,748	19,389	969
Wildland Fire	High	3,532	16,750	838
	Moderate	68,006	348,375	17,419
Windstorm	Prevailing wind zone	19,949	112,466	5,623

Sources: 2016 Monterey County Multi-jurisdictional Hazard Mitigation Plan

3. PROGRAM DEVELOPMENT

THE PROCESS FOR MAINTAINING THE PLAN IS DESCRIBED IN THIS SECTION. THE DISCUSSION IDENTIFIES WHO WILL RECEIVE AND REVIEW THE PLAN, HOW UPDATES ARE TO BE INTEGRATED INTO THE PLAN, HOW THE PLAN WILL BE TESTED, WHAT TYPE OF TRAINING WILL BE DEVELOPED TO LEARN THE PLAN, AND HOW AFTER-ACTION REVIEW WILL BE CONDUCTED AFTER THE PLAN HAS BEEN IMPLEMENTED, WHETHER AS PART OF AN EXERCISE OR IN RESPONSE TO A REAL EMERGENCY.

DISASTERS HAVE THE POTENTIAL TO OVERWHELM OPERATIONAL AREA (OA) EMERGENCY RESPONSE CAPABILITIES. THE COUNTY MAY NEED MASSIVE, RAPID SUPPORT FROM OPERATIONAL AREA (OA) LOCAL GOVERNMENT PARTNERS, OTHER LOCAL GOVERNMENTS IN CALIFORNIA, THE STATE AND FEDERAL GOVERNMENT, OTHER STATES, AND NONPROFIT AND PRIVATE-SECTOR ORGANIZATIONS. THE EFFECTIVENESS OF THE OPERATIONAL AREA (OA) RESPONSE WILL AFFECT THE LONG-TERM RECOVERY OF MONTEREY COUNTY'S COMMUNITIES AND ECONOMY. AN EFFECTIVE RESPONSE WILL ONLY BE POSSIBLE IF COMPREHENSIVE PLANNING HAS TAKEN PLACE.

The Care and Shelter Annex was developed in a collaborative effort between American Red Cross, Monterey County Office of Emergency Services, and Monterey County Department of Social Services, American Red Cross partners, and local governments to help fulfill the government's legal responsibility to provide care and shelter for its citizens in a disaster under the Standardized Emergency management System (SEMS) and the National Incident Management System (NIMS) by working cooperatively during the preparedness phase to clarify roles and responsibilities.

The American Red Cross serves as the lead organization for developing potential shelter sites within the Operational Area (OA). The County of Monterey and incorporated cities have generally adopted American Red Cross sheltering principles and practices as the standard for all shelter operations within the Operational Area (OA), regardless of whether the shelter is operated by the American Red Cross, County or an incorporated city. To augment American Red Cross capabilities, the County of Monterey and many incorporated cities within the Operational Area (OA) train employees and volunteers to manage and operate shelters.

3.1 AGREEMENTS AND UNDERSTANDING

The American Red Cross (ARC) will serve as the principle organization responsible for operating care and shelter facilities in coordination with the County and incorporated cities.

3.1.1 SHELTER SURVEY

The American Red Cross completes a Shelter Facility Survey Form and CADRE Accessibility Checklist of potential shelter sites:

- The OA utilizes Red Cross shelter guidance for shelter assessment and site selection; b) Sites will be inspected to meet ADA accessibility;
- Staff will be trained in the use of shelter survey tools.
- Other types of potential shelter sites (e.g. non-traditional and medical needs shelters) are addressed later in this plan or in other plans. e) Separate household pet shelters should be placed near the public shelters, if possible.

3.1.2 FACILITY USE AGREEMENTS

A shelter agreement, combined with a Shelter Facility Survey, is used to establish understanding and agreement of use between the owner of the facility and the local jurisdiction using it as a shelter.

> FACILITY USE AGREEMENTS ARE REQUIRED FOR ALL COUNTY MANAGED SHELTERS.

> RESOURCE: Attachment 7 - Shelter Facility Survey

3.2 ADMINISTRATIVE DIRECTIVE

The County of Monterey Department of Social Services is the agency with primary responsibility for overall coordination of shelter operations in the Operational Area (OA). This includes site selection, shelter opening and closing, and managing available resources for shelter sites. It also includes communicating and coordinating with site managers and monitoring service delivery to ensure that shelters are providing a safe environment for displaced residents that meets both their basic and functional needs.

> **THE MONTEREY COUNTY DEPARTMENT OF SOCIAL SERVICES ADMINISTRATIVE DIRECTIVE ESTABLISHES POLICIES AND PROCEDURES TO SUPPORT MASS CARE AND SHELTER OPERATIONS IN THE EVENT OF AN EMERGENCY OR DISASTER.**

The Director of Monterey County Department of Social Services will appoint Social Services employees to be assigned Care and Shelter roles and responsibilities to coordinate care and shelter activities in the Operational Area (OA) Emergency Operations Center (EOC).

> RESOURCE: Attachment 5 Monterey County Department of Social Services Administrative Directive - DSS Disaster Services Policies & Procedures

3.3 EXPENDITURES AND RECORD KEEPING

The Operational Area is responsible for establishing administrative controls necessary to manage the expenditure of funds for support of Care and Shelter operations and to provide reasonable accountability and justification for state and federal reimbursement in accordance with the established guidelines. All staff and volunteers providing a care and shelter service are required to track time and activities through procedures outlined by the Operational Area Emergency Operations Center. In accordance with established procedures, Monterey County may seek financial assistance from the California Disaster Assistance Act (CDAA) fund, and then from federal disaster funds in accordance with the Robert T. Stafford Act, as amended, if there is a federal disaster declaration.

3.4 PLAN DISTRIBUTION

As a support annex to the Monterey County Emergency Operations Plan, the Monterey County Mass Care and Sheltering Plan is intended for the Operational Area (OA) that includes the County and all governmental jurisdictions (cities/special districts) contained within.

Copies of this plan, when complete, will be distributed to all Monterey County Operational Area (OA) response partners and stakeholders with roles in mass care and sheltering operations in the County.

3.5 PLAN UPDATES

The Monterey County Office of Emergency Services (OES) will review and update this plan every three years following its adoption and after plan activations/exercises. Changes will reflect improvements identified from activations/exercises, and/or to correlate this plan with changes that are made to the County's Emergency Operations Plan or Emergency Operations Center (EOC) Standard Operating Procedures during the prior years.

3.6 PLAN TESTING, TRAINING, AND EXERCISES

All public employees in the State of California are Disaster Service Workers (DSW) and are required to participate in disaster response operations as assigned. As such:

- All Monterey County Department of Social Services staff are required to complete DSW and Shelter Operations training every three years or more often as needed.
- All staff – Shelter Operations
- Managers–Shelter Management
- Monterey County Department of Social Services EOC team- Incident Command System (ICS) training to ICS-100 level or greater, Shelter Management and Shelter Operations.

Monterey County conducts drills and exercises pertaining to all-hazards relevant to the Monterey County Operational Area (OA). To the extent practical, elements of this Plan may be incorporated into those drills and exercises that include a mass care and sheltering element.

3.7 AFTER-ACTION REVIEW

Monterey County conducts all after-action reviews of drills and exercises in compliance with the FEMA Homeland Security Exercise and Evaluation Program.

4. CONCEPT OF OPERATIONS

THE CONCEPT OF OPERATIONS SECTION EXPLAINS THE OVERALL OPERATIONAL APPROACH OF THE OA, AND THE STRUCTURE OF ITS MASS CARE RESPONSE OPERATION. THIS SECTION SPECIFIES THE CONDITIONS UNDER WHICH MASS CARE SERVICES WILL BE PROVIDED AND DESCRIBES THE METHODS THAT WILL BE USED TO ACTIVATE AND MANAGE MASS CARE OPERATIONS. SEVERAL FACTORS MUST BE CONSIDERED WHEN PLANNING FOR A MASS CARE OPERATION. AMONG THESE ARE THE CHARACTERISTICS OF THE HAZARD OR THREAT; AND THE MAGNITUDE, LOCATION, DURATION, AND IMPACT ON THE LOCAL COMMUNITY. THIS SECTION WILL COVER THE PREPAREDNESS, RESPONSE, AND RECOVERY PHASES OF MASS CARE.

The care and shelter function is managed and coordinated through each phase of emergency management, Mitigation, Preparedness, Response, and Recovery. Care and Shelter Operations are provided by local agencies, county departments, voluntary organizations, and the private sector within the Monterey County Operational Area (OA). Mass care and sheltering operations generally include the following:

- Shelter
- Evacuation Centers (temporary)
- Whole-community consideration, including responders and relief workers
- Family Reunification
- Feeding
- Basic medical care
- Mental health support
- Bulk distribution of emergency relief supplies and commodities

CONCEPT OF OPERATIONS

4.1 INITIAL ACTIVITIES

During a large event affecting the unincorporated area or more than one jurisdiction and requiring multiple shelter sites, coordination of shelter facility selection and operations will occur at the Operational Area (OA) Emergency Operations Center (EOC), in coordination with American Red Cross, affected incorporated cities and relevant partner organizations/agencies that may own/operate the facilities, such as school districts.

Following a major disaster that displaces a large segment of the population, American Red Cross may not initially have adequate local resources to operate all the required shelter sites. Until such time as they are able to mobilize their national response system (normally 5-7 days), County of Monterey personnel can augment their capabilities by staffing and operating necessary service delivery sites, utilizing Disaster Service Workers (DSWs) and mutual aid resources, if necessary. Incorporated cities within the Operational Area (OA) who do not have the capability to staff and operate emergency shelters, can request assistance from the County should the need arise.

Once the American Red Cross National Disaster Response Program is fully mobilized, the American Red Cross will generally assume the lead role for most shelter management functions with the County of Monterey providing overall coordination and support. Until such time that American Red Cross can assume the lead role for shelter management, Monterey County Department of Social Services will assume the lead role for shelter management.

4.1.1 SHELTER OPERATIONS – BEFORE OPENING THE SHELTER

- ✓ **BUILDING INSPECTION:** In a disaster that may have affected a shelter building's structural integrity, building and safety inspectors will inspect each shelter site before occupancy. If the disaster involves an earthquake – inspections may be necessary after any aftershocks.

- ✓ **SITE INSPECTION:** Inspect the shelter site with the facility owners/operators; Implement additional inspection requirements as needed for nonconventional/non-traditional shelter sites.

- ✓ **ACTIVATE PERSONNEL:** Volunteers and DSWs should be notified of pending assignment; Local jurisdiction staff and volunteer DSWs need to be managed by the agencies deploying them; Upon arrival at the shelter, local jurisdiction staff and volunteer DSWs will be managed by the agency operating the shelter.

- ✓ **ESTABLISH COMMUNICATIONS**: Initiate processes to keep the OA EOC apprised of the status of open shelters through the Shelter Status Board in WebEOC to maintain status of shelters; Coordinate with the Public Information Officer (PIO) within the Management Section of the OA EOC to ensure that any needed public information is released about anticipated shelter operations.

4.2 SHELTER OPERATIONS

In order to ensure consistent service delivery and a smooth transition in shelter management, incorporated jurisdictions within the Monterey County Operational Area (OA) generally follow mass care standards, guidelines, and procedures set forth by the American Red Cross. Therefore, whether shelter sites are opened and operated by the American Red Cross, County, or incorporated cities, they should operate according to the same set of principles.

Shelter sites managed by American Red Cross personnel will report directly to the American Red Cross. Shelter sites managed by County personnel will report directly to the Operational Area (OA) Emergency Operations Center (EOC) Care and Shelter Branch and sites managed by city personnel will report directly to their local Emergency Operations Center (EOC). Extensive, ongoing communication is required between the American Red Cross, Operational Area (OA) Emergency Operations Center (EOC) Care and Shelter Branch and affected incorporated cities to ensure coordinated support for shelter operations and to avoid duplication when ordering resources.

In general, if the American Red Cross is managing a shelter, or if the site is operated under the auspices of the American Red Cross (e.g. using American Red Cross trained shelter management staff), then the site is considered an American Red Cross shelter site and the American Red Cross assumes both the liability and cost of the operation. American Red Cross will do a pre-occupancy inspection of the facility with the facility manager before it is turned over for American Red Cross use.

> RESOURCE: For more information on Sheltering Objectives and Operations see Appendix C and D.

4.2.1 OPENING THE SHELTER

- ✓ **COORDINATE RESOURCES AND SUPPLIES:** Initiate request protocols with the coordinating entity for supply and resupply as needed; Activate documentation and record-keeping activities. Maintain accounting and tracking of all operational and financial records for submission for reimbursement.
- ✓ **ACTIVATE VENDOR AGREEMENTS:** The OA EOC Public Welfare Branch will activate the sheltering agreement established with the Red Cross to open shelters. Verify facility availability with the point of contact identified on the Shelter Agreement.
- ✓ **INITIATE SHELTER REGISTRATION:** Use of the American Red Cross Shelter Registration Form and Registration; Intake Form (See Appendix A) is recommended; Establish arrival points and reception, as appropriate.
- ✓ **MAINTAIN CONTACT WITH THE LOCAL JURISDICTION EOC:** Maintain ongoing contact with the city EOC and/or OA EOC to report the following: Operational updates; Shelter capacity and occupancy; Access and Functional Needs; Quantity of meals needed; Supply status and needs; Problems/issues.
- ✓ **PROVIDE MEDICAL PHYSICAL HEALTH, BEHAVIORAL/MENTAL HEALTH, AND SPIRITUAL CARE SUPPORT SERVICES:** Activate health support resources for shelters through the OA EOC Medical/Health Branch.

✓ **INTERNAL SHELTER COMMUNICATIONS:** It will be necessary to communicate in a variety of manners with the shelter population to keep them informed of the status of the disaster (e.g., availability of emergency childcare services, locations of local assistance centers, etc.). Additionally, it is important to include information they may need in order to return to their homes post-disaster.

✓ **PROVIDE COMPANION ANIMALS SHELTERING**: Activate animal sheltering resources to support co-location of companion; animals through the OA EOC Animal Care Unit.

4.2.2 AMERICAN RED CROSS SUPPORT (WHEN CAPACITY ALLOWS)

- Shelter managers and operations staff
- Health services (as defined by American Red Cross protocols, EMT license and above)
- Mental health services (Licensed Mental Health Providers)
- Meal, snack, and beverage service
- Operational supplies (cots and blankets, hygiene kits, signage, etc.)
- Life, safety and asset protection staff
- Sanitation facilities (e.g., portable toilets, showers, hand washing stations)
- Support for individuals with disabilities and others with access and functional needs
- Recovery Casework (recovery advocacy including housing relocation referrals or services for shelter residents)
- Communications support
- Disaster Spiritual Care Support
- Safe and Well reunification services (reconnecting friends and families who have lost communication during disaster;
- Reunification of dependents/children and their guardians between shelter sites through partnerships for transportation services)
- Distribution of Emergency Supplies (e.g., home clean up kits and water)
- Shelter trailer supplies

4.2.3 COUNTY SUPPORT (UNINCORPORATED AREA OR INCORPORATED CITY REQUESTING ASSISTANCE)

- Access to American Red Cross pre-approved shelter site or County-owned facilities/sites for use as shelters or other service delivery functions
- Access to American Red Cross shelter operation supplies staged in trailers across the county.
- Post-earthquake structural assessment of sites
- Assistance with staffing or managing shelters
- Support with health and behavioral health services
- Operational supplies (cots and blankets, hygiene kits, signage, etc.)
- Site security and traffic control
- Sanitation facilities (e.g., portable toilets, showers, hand washing stations)

- Support for individuals with disabilities and others with access and functional needs
- Transportation resources, including paratransit
- Housing relocation assistance for shelter residents
- Household pet sheltering and support
- Communications support

4.2.4 CITY SUPPORT (INCORPORATED AREA)

- Access to city-owned facilities/sites for use as shelters or other service delivery functions
- Access to American Red Cross pre-approved shelter site for use as shelters or other service delivery functions
- Access to American Red Cross shelter operation supplies staged in trailers across the county.
- Post-earthquake structural assessment of sites
- Assistance with staffing or managing shelters
- Operational supplies (cots and blankets, hygiene kits, signage, etc.)
- Site security and traffic control
- Sanitation facilities (e.g., portable toilets, showers, hand washing stations)
- Support for individuals with disabilities and others with access and functional needs
- Transportation resources, including paratransit; Housing relocation assistance for shelter residents
- Household pet sheltering and support
- Communications support

4.3 ROLES AND RESPONSIBILITIES

This section of the plan outlines the roles and responsibilities of local, regional, State, and Federal agencies that are involved in Mass Care and Shelter operations in Monterey County.

4.3.1 CITIES (INCORPORATED AREAS)

The local governments in Monterey County coordinate with the Operational Area (OA) Emergency Operations Center (EOC) and Central Coast Chapter of the American Red Cross (ARC) for the care and sheltering of their residents. The County of Monterey is responsible for care and sheltering of residents in the unincorporated County.

4.3.2 MONTEREY COUNTY OPERATIONAL AREA (OA)

This section summarizes the roles and responsibilities of County agencies in their role as the Operational Area (OA) entity.

COUNTY ADMINISTRATOR'S OFFICE

The County Administrative Officer (CAO) serves as the County's Director of Emergency Services, with the Office of Emergency Services (OES) Emergency Manager reporting to the County Administrative Officer (CAO) through the Assistant CAO for Intergovernmental and Legislative Affairs. The County Administrative Officer (CAO) authorizes emergency proclamations outside of Board of Supervisors sessions and provides staff, equipment and supplies necessary to operate the Operational Area (OA) Emergency Operations Center (EOC).

MONTEREY COUNTY OFFICE OF EMERGENCY SERVICES

The Office of Emergency Services (OES) is tasked with opening the County Emergency Operations Center (EOC) and directing the operations of government staff, NGO representatives, and other personnel assigned to Emergency Operations Center (EOC) operations in support of the incident.

The Emergency Operations Center (EOC) Standard Operating Procedures document contains descriptions of Emergency Operations Center (EOC) staff positions and their assigned responsibilities. The Office of Emergency Services (OES) staff is trained to the Incident Command System (ICS) 400 level or greater.

MONTEREY COUNTY DEPARTMENT OF SOCIAL SERVICES

> MONTEREY COUNTY DEPARTMENT OF SOCIAL SERVICES IS A PRIMARY SUPPORTING ENTITY IN MASS CARE AND SHELTER OPERATIONS IN THE COUNTY.

They provide subject matter experts for key positions in the Emergency Operations Center (EOC), as well as registered Disaster Service Workers (DSWs) for staffing and managing shelters. Staff members have received Incident Command System (ICS) training to ICS-100 level or greater, and are trained by American Red Cross in shelter management and operations.

Monterey County Department of Social Services staff's the Mass Care and Shelter Branch, Human Care and Shelter Unit of the Emergency Operations Center (EOC):

- Supports local shelters
- In coordination with American Red Cross, sets up and operates shelters
- Coordinates the provision of food, emergency first aid, disaster mental health assistance, disaster information, and bulk distribution of relief items
- Coordinates with the SPCA for Monterey County on animal sheltering operations collocated with local shelters
- Integrates community resources to enhance shelter and support services, and fill gaps in resource availability
- Participates in joint planning, training, and exercise activities with Office of Emergency Services (OES) and other local and regional partners and stakeholders

> THE MONTEREY COUNTY DEPARTMENT OF SOCIAL SERVICES IS ALSO RESPONSIBLE FOR STAFFING THE ACCESS AND FUNCTIONAL NEEDS UNIT OF THE MASS CARE AND SHELTER BRANCH IN THE MONTEREY COUNTY OPERATIONAL AREA (OA) EMERGENCY OPERATIONS CENTER (EOC).

The Monterey County Department of Social Services, Aging and Adult Services Branch is responsible for managing the Monterey County Op Area Functional Assessment Service Teams.

MONTEREY COUNTY SHERIFF'S OFFICE

The Monterey County Sheriff's Office is the lead agency for ordering evacuations, as well as providing security for evacuated areas and care and shelter sites in the County of Monterey.

MONTEREY COUNTY HEALTH DEPARTMENT

The Monterey County Health Department has wide-ranging responsibilities in Mass Care and Shelter operations.

- Their Environmental Health Bureau regulates food safety, sanitation, and general environmental health and safety of facilities and their occupants.

- The Behavioral Health Bureau provides mental health support to evacuees and shelter residents.

- The Emergency Medical Services Agency works with a system of EMS providers (both transport and first responders), hospitals, and communications centers to provide emergency medical services for Monterey County.

- The Public Health Bureau administers programs that support sheltering of individuals in need of Mass Care and Shelter services.

MONTEREY COUNTY RESOURCE MANAGEMENT AGENCY

The Monterey County Resource Management Agency is the lead agency for:

- Safety assessments and restoration of County owned transportation infrastructure

- Conducting safety assessments of buildings designated as Mass Care and Shelter facilities

- Managing the County's park facilities including sites designated for mega-shelters, commodity points of distribution, and other incident facilities.

- Managing the County's fleet and facilities which are relied on to support the Operational Area (OA) response.

MONTEREY COUNTY OFFICE OF EDUCATION

The Monterey County Office of Education (MCOE) provides support to Mass Care and Shelter operations by coordinating with local school districts on training and facility use during Mass Care and Shelter operations. In addition, the MCOE maintains a fleet of busses that may be mobilized to supplement other mass transportation assets.

MONTEREY–SALINAS TRANSIT (MST)

Monterey–Salinas Transit (MST) assists individuals requiring transportation by providing modified routes from evacuation pickup points to shelters. In addition, those requiring definitive medical care in non-life-threatening situations may be provided transportation from shelters to hospitals.

4.3.3 NON-GOVERNMENT | NON-PROFIT | COMMUNITY-BASED |FAITH-BASED ORGANIZATIONS

NGOs include CBOs, FBOs, neighborhood health clinics, and food distribution agencies. These organizations may expand their normal services to meet increased needs after a disaster, either independently or in coordination with Emergency Operations Center (EOC) efforts. The expanded roles in mass care and sheltering may include providing support for community recovery and displaced individuals and families or managing donations.

AMERICAN RED CROSS, CENTRAL COAST CHAPTER

> THE AMERICAN RED CROSS (ARC) IS A PRIMARY AGENCY FOR MONTEREY COUNTY MASS CARE AND SHELTERING OPERATIONS AND THE LEADING DISASTER RELIEF NGO.

In general, the American Red Cross:

- Identifies facilities that are available to provide shelter, with an emphasis on buildings that provide equal access to all residents of the community

- Identifies quantities and availability of supplies to support shelters, including specialized items for people with access and functional needs

The roles and responsibilities of the American Red Cross are described at length in this plan because of the organization's central role in the sheltering response. As described in the Monterey County Emergency Operations Plan (EOP), the American Red Cross:

- Provides subject-matter expertise on general mass care planning, preparedness, and response activities, as well as American Red Cross-specific activities in these areas;

- Provides information about current American Red Cross Mass Care and Shelter activities, as requested, before, during and after response operations;

- Promotes cooperation and coordination among national-level, NGOs that provide Mass Care and Shelter services, and appropriate governmental entities engaged in planning for response to major disasters;

- Facilitates and supports reunification programs during major disasters; and

- Promotes public information sharing through its website and social media platforms.

American Red Cross staff's the American Red Cross Human Care and Shelter Unit of the Emergency Operations Center (EOC) Mass Care and Shelter Branch:

- Sets up and operates shelters; Provides food, emergency first aid, disaster mental health assistance, disaster health services, disaster spiritual care, disaster assessment for residences, disaster information dissemination, and bulk distribution of relief items;

- Supports spontaneous shelters;

- Coordinates with the SPCA for Monterey County on animal sheltering operations collocated with American Red Cross shelters;

- Integrates community resources to enhance shelter and support services, and fill gaps in resource availability; and

- Participates in joint planning, training, and exercise activities with Office of Emergency Services (OES) and other local and regional partners and stakeholders.

SPCA FOR MONTEREY COUNTY

The SPCA for Monterey County is responsible for providing animal shelters for residents who chose to take their small animals with them. In addition, the SPCA is equipped to provide welfare checks, food, water, and limited transportation for livestock and other large animals whose care is not feasible at an animal shelter.

Roles and responsibilities of the SPCA for Monterey County are further described in the Animal Response Annex to the Operational Area (OA) Emergency Operations Plan (EOP).

THE UNITED WAY OF MONTEREY COUNTY

The United Way supports the Operational Area (OA)'s response by coordinating and operating the county's Volunteer Reception Center (VRC). Individuals and organizations interested in volunteering in relief efforts are directed to the VRC which coordinates volunteer just-in-time training and deployment of appropriately trained volunteers where needed.

4.3.4 PRIVATE-SECTOR ORGANIZATIONS

Private-sector companies and associations have roles in supporting Mass Care and Shelter services. These organizations work closely with the Emergency Operations Center (EOC) to provide essential services such as food, water, power, communications, transportation, medical care, fuel and other life sustaining commodities.

4.3.5 ROLES AND RESPONSIBILITIES MATRIX (A - PRIMARY; B - SECONDARY, C- SUPPORT)

COOPERATING AGENCY	COORDINATION W/STATE	COORDINATION W/LOCAL	SHELTER SITE LOCATION CONTRACT	MASS CARE	SHELTER STAFF	SECURITY	FEEDING	COTS AND SUPPLIES	AFN SUPPORT	FIRST AID	MEDICAL SHELTERING	PETS AND ANIMALS	FAMILY REUNIFICATION	PUBLIC INFORMATION	TRANSPORTATION	TRANSLATION
American Red Cross			A	A	A	C	A	A	A				B	C	C	
Incorporated Jurisdiction		A	A	B		A										
Monterey County Child Support Services					C											
Monterey County Department of Social Services	A	A		B	B			B	A				A	B		C
Monterey County Health Department					C				A	A	A					
Monterey County Office of Education			B		C											
Monterey County Office of Emergency Services / EOC	B	B	B					C						A		A
Monterey County Parks			B		C											
Monterey County Libraries			B		C											
Monterey County Resource Management Agency			C													
Monterey County Sheriff's Office						A							A			
Monterey-Salinas Transit															A	
Salvation Army							B									
SPCA of Monterey County												A				
United Way 2-1-1																

4.3.6 REGIONAL AND STATE AGENCIES

All activities related to mass care and sheltering must be synchronized and integrated across the governmental entities at the County, region, and State; as well as between the private-sector organizations, NGOs, and other groups working in support of this plan. The regional and State agencies that have roles and responsibilities in mass care and sheltering are discussed below.

CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES (CAL OES)

The CAL OES Coastal Region coordinates emergency operations and mutual aid for the State on the Central Coast, in accordance with SEMS and the RECP. The Coastal Region extends from the Oregon border in the north through Monterey County in the south.

CAL OES is the lead agency for coordinating the State's emergency activities related to fire and rescue, incident management, search and rescue, law enforcement and public information. As such, it is responsible for:

- Coordinating the delivery of services under the California Disaster Assistance Act

- Maintaining a care and sheltering supply inventory

- Facilitating coordination between local, State, and Federal agencies, particularly

- FEMA, to ensure the smooth delivery, receipt, and processing of Federal assistance resources

- Activating its regional- and State-level response functions

- Coordinating the provision of mutual aid and mission task State agencies to provide resources to support response and relief operations

- Coordinating with local governments to open Local Assistance Centers (LACs), that provide a single location for local government, local service programs, and State government assistance programs to help residents recover from the incident and transition out of shelters to homes or interim housing

- Information and resource requests between Operational Area (OA)s and between the Operational Area (OA)s and the State are coordinated by CAL OES.

CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY (CHHS)

In accordance with the State Emergency Plan, the California Health and Human Services Agency is the lead agency for California Emergency Function (CA-EF) #6, Care and Shelter.

In that role, it is the primary agency for providing State support for local care and sheltering operations. It directs the various departments of the agency to provide resources that support mass care and sheltering. The agencies, departments, divisions, and offices listed below have responsibility for some aspect of interim housing following a disaster; additional roles, responsibilities, and authorities may be added following an incident as deemed necessary.

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (CDSS)

- Leads the coordination of State care and sheltering support for local operations, providing resources (including personnel) to assistance centers, and coordinating with County health and human services agencies

- Provides initial State relief services, including identifying access and functional needs at evacuation points and within shelters through Functional Assessment Service Teams (FAST)

- Provides limited quantities of equipment to support shelter residents with access and functional needs

- Is the lead agency for the State Care and Shelter Branch.

- Although it is a State agency, the CDSS leads the regional Care and Shelter Branch, supported by the American Red Cross. Together, the CDSS and American Red Cross form the Resource Unit of the Care and Shelter Branch, discussed below.

CALIFORNIA DEPARTMENT OF PUBLIC HEALTH (CDPH)

In accordance with the Public Health and Medical Emergency Operations Manual (EOM), Public Health will help coordinate services for people with medical needs beyond those that can be handled in a general population shelter. This may be done through the Medical/Health Branch at the County EOC (if activated). If additional resources, such as staffing, are needed which cannot be obtained from within the Monterey Operational Area, the Medical/Health Operational Area Coordinator (MHOAC) will work through the statewide medical/health mutual aid system to obtain those resources.

- Coordinating with the Monterey County Department of Health on monitoring the sanitation of shelter sites, the health of the shelter residents, and the safety of food and water in affected areas

- Supports those with medically related access and functional needs within the shelters, including medication

CALIFORNIA DEPARTMENT OF FOOD AND AGRICULTURE

- Coordinates with private sector organizations dedicated to providing food, water, shelter, and care to animals/livestock

- Provides information for human mass care shelters that are currently fairgrounds

- Provides food supply lists and emergency food assistance programs

4.3.7 FEDERAL AGENCIES

Under a Presidential declaration of emergency or disaster, the Federal Government through the Federal Emergency Management Agency (FEMA) provides financial resources and direct Federal assistance in response to requests from the State.

In accordance with the National Response Framework, FEMA organizes its resources according to Emergency Support Functions (ESFs), each of which is led by a Federal agency.

> **ESF #6 (MASS CARE, EMERGENCY ASSISTANCE, HOUSING, AND HUMAN SERVICES) IMPLEMENTS SERVICES AND PROGRAMS TO ASSIST INDIVIDUALS AND HOUSEHOLDS AFFECTED BY POTENTIAL OR ACTUAL DISASTER INCIDENTS.**

As the ESF #6 coordinator and primary agency, FEMA coordinates and leads Federal resources as required to support local, tribal, and State governments and NGOs in the performance of the following missions:

- **MASS CARE:** Sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information about victims to family members

- **EMERGENCY ASSISTANCE:** Meeting needs of individuals, families, and communities beyond traditional "mass care" services; may include support for evacuation; reunification of families; pet evacuation and sheltering; support to specialized, medical, or non-conventional shelters; coordination of volunteers and donated goods and services

- **HOUSING:** Assisting or providing rental assistance, repair, replacement, manufactured housing, semi-permanent and permanent construction, and access to other sources of housing assistance, all under the housing components of the Stafford Act

Human services: Helping disaster victims to recover their non-housing losses, replace destroyed personal property, and obtain disaster loans, foods stamps, crisis counseling, disaster unemployment, case management, and other State and Federal benefits.

4.4 OPERATIONAL AREA EMERGENCY OPERATIONS CENTER

In accordance with the SEMS, the next level of coordination occurs at the Operational Area (OA) level which is coordinated by Monterey County Office of Emergency Services (OES) through the Operational Area (OA) Emergency Operations Center (EOC).

When an incident exceeds the capabilities of Operational Area (OA) partners (cities and special districts); impacts multiple local jurisdictions; or the unincorporated areas of Monterey County, the Operational Area (OA) Emergency Operations Center (EOC) will be activated to support incident response and management. The Operational Area (OA) Emergency Operations Center (EOC) will:

- Activate upon the request of an Operational Area (OA) partner jurisdiction or under its own authority when necessary for effective County support of incident operations;

- Establish communications between the Operational Area (OA) Emergency Operations Center (EOC), local government Emergency Operations Center (EOC)'s when activated, and field incident command posts;

- Staff the Mass Care and Shelter Branch of the Operational Area (OA) (OA) Emergency Operations Center (EOC) to coordinate with the DSS, American Red Cross, SPCAMC and others in support of local government sheltering operations;

- Coordinate the procurement and allocation of operational area and mutual aid shelter resources at the Operational Area (OA) level;

- Coordinate the procurement of additional resources through the State's Regional Emergency Operations Center (REOC) and State Operations Center (SOC) when needed; and

- Coordinate the assistance of private-sector and NGO resources at the County level.

4.4.1 POSITION ROLES AND RESPONSIBILITIES

OPERATIONAL AREA (OA) EMERGENCY OPERATIONS CENTER (EOC) CARE AND SHELTER BRANCH

In an event that requires the participation of multiple care and shelter partners, the Monterey County Operational Area (OA) Emergency Operations Center (EOC) becomes the coordination point for care and shelter operations. Depending on the scope of the event, participation from the following County of Monterey departments may be requested. The following departments may send one or more representatives to the Operational Area (OA) Emergency Operations Center (EOC) to help with response coordination:

- American Red Cross

- Department of Social Services Emergency Operations Center (EOC) Team

- ADA Coordinator

- Aging and Adult Services

- SPCA for Monterey County

- Monterey County Health Department

The American Red Cross typically assigns a liaison to the Operational Area (OA) Emergency Operations Center (EOC) to serve as a communication link between the Operational Area (OA) Emergency Operations Center (EOC) and American Red Cross care and shelter operations. The American Red Cross liaison in the Operational Area (OA) Emergency Operations Center (EOC) has a seat in the Care and Shelter Branch.

OPERATIONAL AREA (OA) EMERGENCY OPERATIONS CENTER (EOC) CARE AND SHELTER BRANCH ACTIVITIES

The general role of the Care and Shelter Branch is to coordinate support for care and shelter field activities. Successful delivery of care and shelter services requires close coordination with American Red Cross operations and the operations of affected incorporated cities. Primary response activities of personnel staffing the Care and Shelter Branch include the following:

- Estimate the number and location of persons who will require services (e.g. sheltering, feeding, or the distribution of relief supplies).

- Develop overall care and shelter service delivery plan.

- Coordinate the identification and opening of shelters, feeding, bulk distribution, and other service delivery sites.

- Develop initial resource requirement estimates needed to implement the service plan.

- Determine resource availability among care and shelter support departments and agencies.

- Process requests for unfilled resource needs.

- Request support services, such as post-earthquake structural inspections, site security, transportation, or communications supplies.

- Assign County staff to sites – ensure that worker health, safety, and security needs are met.

- Establish communication with County-operated shelters and other field sites.

- Coordinate resource requests from field sites (American Red Cross sites may make requests through American Red Cross, sites within the incorporated areas may make requests through local EOC).

- Work with American Red Cross and partner agencies to establish feeding programs at shelter sites; Arrange for the distribution of food, water, etc.

- Establish physical and behavioral health services for people in shelters.

- Coordinate with SPCA for Monterey County regarding the co-location of household pet shelters with public shelters.

- Work with community and faith-based organizations that can support service delivery.

- Collect and verify service delivery statistical information from field sites.

- Provide technical support and guidance to field personnel.

- Arrange support for persons at shelters who require additional assistance, such as unaccompanied minors, persons with disabilities, non-English speaking persons, access or functional needs, etc.

- Coordinate site inspections with County of Monterey Department of Environmental Health.

> Resource: See Attachment 6 for the Environmental Health Shelter Inspection Checklist.

- Report policy level issues and prepare recommendations for submission to the Operations Section Chief for resolution or approval.

- Provide the Operational Area (OA) Emergency Operations Center (EOC) Operations Section Chief, Planning Section and Joint Information Center (JIC) with situation status updates, including mass care and shelter information for public distribution.

- Facilitate the transition of displaced residents from shelters to interim housing, in coordination with partner agencies and Recovery personnel.

OPERATIONAL AREA (OA) EMERGENCY OPERATIONS CENTER (EOC) CARE AND SHELTER BRANCH FUNCTIONAL UNITS

Depending on the event and its needs, the Operational Area (OA) Emergency Operations Center (EOC) Care and Shelter Branch may activate and staff the following functional units and/or corresponding positions.

CARE AND SHELTER BRANCH DIRECTOR

The Care and Shelter Branch Director will help with the overall coordination of shelter operations in the Operational Area (OA). This includes site selection, shelter opening and closing, and managing available resources for shelter sites. It also includes communicating and coordinating with site managers, incorporated cities and the American Red Cross and monitoring service delivery to ensure that shelters are providing a safe environment for displaced residents that meets both their basic and functional needs.

AMERICAN RED CROSS UNIT

Assigned by the local American Red Cross, this position serves as the coordination point between the American Red Cross and the Operational Area (OA) Emergency Operations Center (EOC). This representative will assist with the coordination of sheltering, feeding operations, bulk distribution, and human services.

ANIMAL CARE AND SHELTER UNIT

The Animal Care and Shelter Unit Leader is responsible for assisting with planning for and implementing care and shelter operations related to large and small animals. The Animal Care and Shelter Unit Leader will ensure that equipment and services are provided for all animals impacted by the disaster, as needed and where appropriate.

ACCESS AND FUNCTIONAL NEEDS UNIT

The Access and Functional Needs Unit Leader is responsible for assisting with planning for and implementing care and shelter operations related to individuals with disabilities and others with access and functional needs.

The Access and Functional Needs Unit Leader will ensure that equipment and services are provided for individuals with disabilities and others with access and functional needs at shelter facilities and evacuation centers, as needed. Additionally, the Access and Functional Needs Unit Leader will ensure that equipment and services are focused on communication, maintaining health, support, safety, and independence.

COUNTY CARE AND SHELTER UNIT

The County Shelter Unit Leader will be activated when it is necessary to activate the County of Monterey Shelter Team in support of emergency shelter operations. This position coordinates all County Shelter Team activities, including the assignment and dispatch of members, managing information flow between the Operational Area (OA) Emergency Operations Center (EOC) and shelter sites, and supporting operational needs. The County Shelter Team Unit Leader will closely coordinate with the American Red Cross and the Operational Area (OA) Emergency Operations Center (EOC) Care and Shelter Branch Coordinator.

SCHOOL CARE AND SHELTER UNIT

The School Care and Shelter Unit is responsible for tracking school closures, both short and prolonged period, due to the underlying incident, the shelter management should coordinate with the Emergency Operations Center (EOC) to ensure that continuation of educational programs. Schools Districts may provide resources such as facilities, food, equipment, and supplies to support mass care operations.

FIGURE 1 OPERATIONAL AREA EOC - CARE AND SHELTER ORGANIZATION CHART
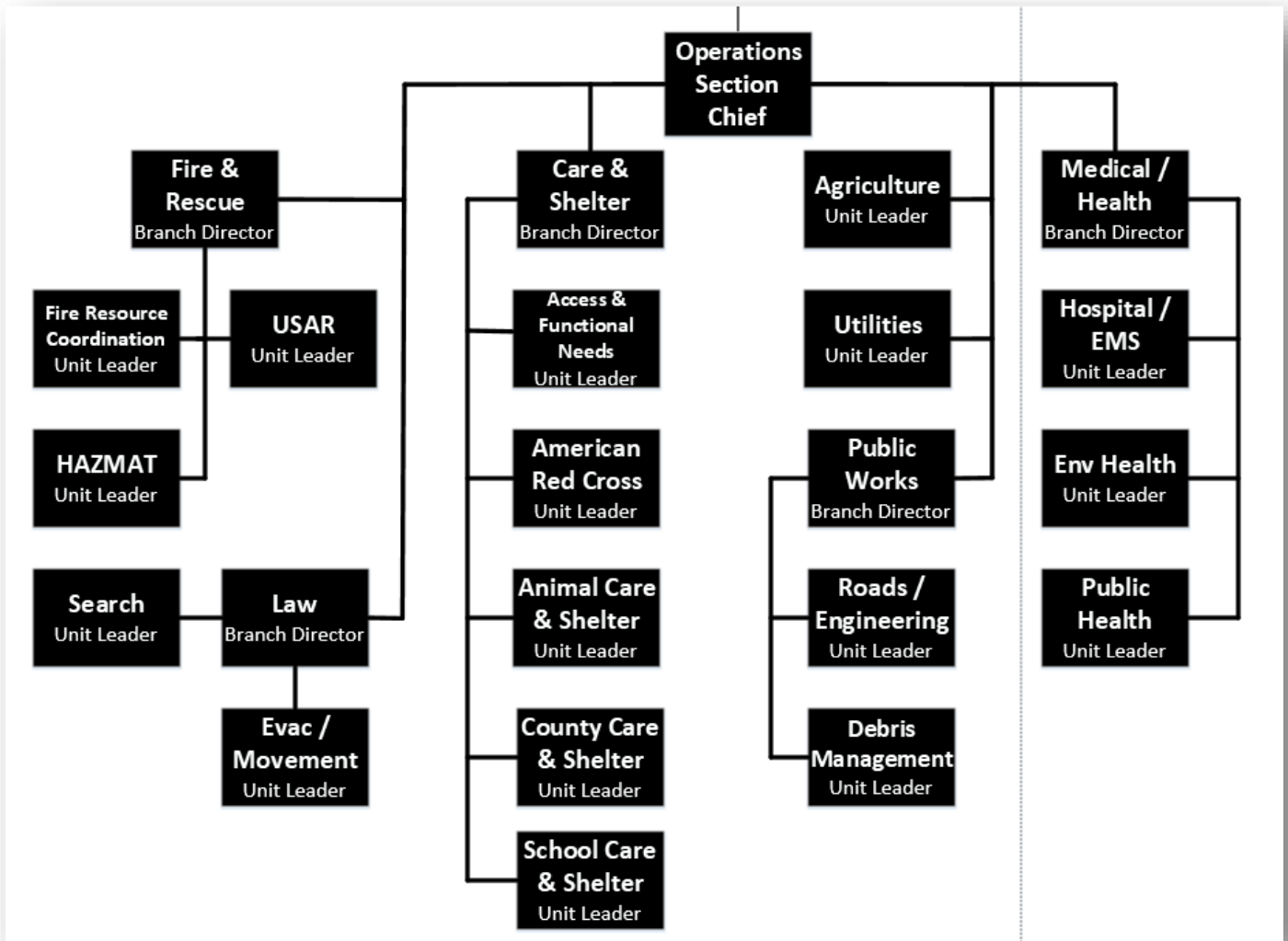
4.5 NOTIFICATION AND ACTIVATION

4.5.1 NOTIFICATION

Given an event that requires some level of anticipated or actual Care and Shelter response within the Monterey County Operational Area (OA), the County of Monterey, in coordination with the American Red Cross and affected incorporated cities, will determine Care and Shelter activation needs. Notification will then be issued to all relevant supporting care and shelter partner organizations and to any additional County or city departments, or community-based organizations, as needed. Notification will be issued through the most appropriate means available given the response.

4.5.2 SHELTER ACTIVATION

The following triggers have been identified for assessing the need to open a shelter or additional shelters.

- A local jurisdiction requests the County support or provide shelter;
- Residents have been evacuated within or out of the County;
- American Red Cross has identified they do not have the capability to meet the sheltering needs of the affected population;
- Shelter managers have communicated that a shelter is at capacity;
- A neighboring jurisdiction has requested care and shelter support.

Upon notification of an event, the County of Monterey, in coordination with the American Red Cross and affected incorporated cities, will begin planning efforts to include:

- Defining the extent of required care and shelter support.
- Identifying potential response/resource requirements and needs.
- Placing relevant personnel on standby.
- Determining Operational Area (OA) Emergency Operations Center (EOC) Care and Shelter Branch staffing requirements.

4.5.3 EOC ACTIVATION

THE OPERATIONAL AREA (OA) EMERGENCY OPERATIONS CENTER (EOC) CARE AND SHELTER BRANCH MAY BE ACTIVATED BY THE EMERGENCY OPERATIONS CENTER (EOC) DIRECTOR, OPERATIONS SECTION CHIEF, OR THE OFFICE OF EMERGENCY SERVICES (OES) DUTY OFFICER WHEN AN EVENT IS ANTICIPATED OR HAS OCCURRED THAT HAS CARE AND SHELTER IMPLICATIONS. THE LEVEL OF ACTIVATION WILL BE DETERMINED ACCORDING TO THE REQUIREMENTS OF THE EVENT.

If the determination is made to activate the Operational Area (OA) Emergency Operations Center (EOC) Care and Shelter Branch, notification to the following departments and community partners may be necessary:

- ADA COORDINATOR
- AGING AND ADULT SERVICES
- AMERICAN RED CROSS
- SPCA FOR MONTEREY COUNTY
- BEHAVIORAL HEALTH SERVICES
- PUBLIC HEALTH SERVICES
- SOCIAL SERVICES

> RESOURCE: See Attachment 5 for the Environmental Health Shelter Inspection Checklist.

Activation is based on the size and scope of the event.

- **LEVEL 3 –** Minimal Emergency Operations Center (EOC) Staffing. This assumes a minor or limited emergency that has displaced enough residents to require the opening of a temporary evacuation point or short-term shelter. In this case, a limited number of positions in the Emergency Operations Center (EOC) may be activated to support the response.
- **LEVEL 2 –** Intermediate Emergency Operations Center (EOC) Staffing. A more moderate emergency characterized by the displacement of a larger number of persons and/or the need for multiple shelters or services. Generally, Command Staff and Sections Chiefs are activated with minimum staffing of other positions.
- **LEVEL 1 –** Full Emergency Operations Center (EOC) Staffing. A major emergency that requires a sustained care and shelter response (i.e., could involve the opening of mass care facilities throughout the county for an extended period). The event is large enough to require the coordination of numerous resources and information among multiple care and shelter partners.

4.6 MUTUAL AID SYSTEM

4.6.1 CALIFORNIA EMERGENCY MANAGEMENT MUTUAL AID (EMMA)

Requests for mutual aid will follow normal mutual aid channels, consistent with the Emergency Management Mutual Aid system and the Standardized Emergency Management System. To request mutual aid, the Care and Shelter Branch Director informs the Operational Area (OA) Mutual Aid Coordinator of the need to request mutual aid. In the event resources are unavailable at the OA level, the request is forwarded to the responsible Mutual Aid Coordinator to be filled.

The Care and Shelter Branch Director shall be prepared to provide situation reports, specify the number of persons along with their type of assistance needed, specific classifications if necessary, reporting location, travel and lodging arrangements and estimated length of utilization. The Care and Shelter Branch will coordinate with the Finance Section and Logistics as needed to address mutual aid travel and lodging needs.

4.6.2 BAY AREA SOCIAL SERVICES CONSORTIUM (BASSC)

The BASSC Emergency Response Mutual Assistance Committee was formed in March 2018 to draft a Mutual Support Agreement between BASSC members in times of disaster. Community Resiliency and Disaster Preparedness Act of 2017, Section 6; Section 18917 to the California Welfare and Institutions Code allows for the mutual aid region consisting of two or more counties to ensure there are sufficient resources necessary to continue adequate access to Social Services benefits during a disaster.

4.7 RESOURCE REQUESTS

Mass care and shelter capacity for responding to a large disaster is dependent on the coordinated sharing of resources between the American Red Cross, County of Monterey, incorporated cities, and partner agencies. Additionally, the Monterey County OA maintains the ability to supplement available resources by purchasing, leasing, or obtaining mutual aid support through state and federal partners. For the most efficient coordination and allocation of resources, there must be direct communication among all care and shelter partners.

Once the need for a resource is identified, the following takes place:

- Identification of local care and shelter partners or County of Monterey departments that may have the required resource available for use. If available, the OA Emergency Operations Center (EOC) Logistics Section will work with that agency/department to fill the resource request.
- If local care and shelter partners and County departments do not have the needed resources, the OA Emergency Operations Center (EOC) Logistics Section will look to obtain the resource through an established agreement or through a vendor procurement.
- If the resource is not available within the OA, the OA Emergency Operations Center (EOC) Logistics Section may request the resource from the State through established mutual aid systems.

In addition, the following guidelines apply to the use of care and shelter resources:

- Each care and shelter partner will be expected to direct and operate its own resources.
- The American Red Cross, County of Monterey, and incorporated cities will generally utilize resources from their own inventory for sites they operate/manage before requesting resources from other partners.

- In instances where requested resources are available from more than one partner, generally, the partner that can provide the resource most quickly, is most skilled in its implementation, or is least directly impacted by the event will be requested to provide the resource.

Critical issues such as the support of evacuation points, regional consolidation of shelters, and the transition of residents from regional shelters to interim housing may require the participation of NGOs through a Multi-Agency Coordination System (MACS) initiated by the Operational Area (OA) Emergency Operations Center (EOC) or CAL OES.

4.8 DIRECTION, CONTROL AND COORDINATION

This section of the Plan outlines communication and coordination between local, regional, State, and Federal agencies that are involved in mass care and sheltering in Monterey County. Government and non-governmental organizations will coordinate services and resources among shelters, which may expand in number soon after the event; may eventually consolidate as the need diminishes and will close over time. Organizations responsible for providing mass care and sheltering, and related services (transportation, animal care, medical care, etc.) must coordinate with each other during an incident.

This section outlines the operational control of Mass Care and Shelter resources. For Monterey County, the process for activation of the Operational Area (OA) Emergency Operations Center (EOC) and coordination between local Emergency Operations Centers (EOC) and CAL OES has been outlined in the Monterey County Emergency Operations Plan (EOP).

4.8.1 COORDINATION WITH CAL OES AND STATE AGENCIES

In a case where local shelter capacity is insufficient, the Operational Area (OA) Emergency Operations Center (EOC) will coordinate with the State Department of Social Services (CDSS) concerning the coordination of sufficient shelter locations for evacuees and will make efforts to ensure jurisdictions receiving evacuees from an impacted area agree to accept these individuals prior to evacuation. Coordination regarding any federal support will be through the Operational Area (OA) and the State.

If resources are fully deployed or expended and cannot meet the needs of Monterey County shelters, the Operational Area (OA) makes a formal request to the Regional Emergency Operations Center (REOC) for those resources. When State care and sheltering resources are needed:

THE OPERATIONAL AREA (OA) EMERGENCY OPERATIONS CENTER (EOC) CONTACTS THE **CAL OES** CARE AND SHELTER BRANCH TO MAKE REQUESTS. EACH REQUEST INCLUDES A DESCRIPTION OF THE NEED, THE ANTICIPATED DURATION AND LOCATION(S) OF THE NEED, AND ANY SPECIAL CONDITIONS OR ISSUES INVOLVED.

In accordance with the Public Health and Medical Emergency Operations Manual (EOM), Public Health will help coordinate services for people with medical needs beyond those that can be handled in a general population shelter. This may be done through the Medical/Health Branch at the County EOC (if activated). If additional resources, such as staffing, are needed which cannot be obtained from within the Monterey Operational Area, the Medical/Health Operational Area Coordinator (MHOAC) will work through the statewide medical/health mutual aid system to obtain those resources.

The State Care and Shelter Branch responds to Operational Area (OA) requests in several ways, including any combination of the following actions:

- Broker resources between Operational Areas (OA)
- Activate a regional Resource Unit to allocate limited resources and coordinate resource distribution among Operational Areas.
- Coordinate with the American Red Cross's Disaster Relief Operation through an American Red Cross liaison
- Coordinate with NGOs and CBOs
- Request resources from the State Operations Center (SOC) State and Federal Support of Care and Sheltering Operations

CDSS, with support from the American Red Cross, staffs the CAL OES State Operations Center (SOC) Care and Shelter Branch. The Branch allocates available resources across the state and works with FEMA through the Emergency Management Assistance Compact to obtain resources and support from other states. The State Operations Center (SOC) function is the primary responsible entity for State operations until the Federal-State JFO is established. Separately, CDSS also activates its DOC. The Care and Shelter Branch forwards requests and mission tasks to the CDSS DOC manager. The CDSS DOC:

- Deploys and supervises staff for the Care and Shelter Branch
- Coordinates State agency resources used to support care and sheltering operations
- Identifies sites on State-owned land that are suitable for shelters, feeding sites, and staging areas
- Manages shelter operations in State-managed facilities in the affected region
- Manages State property, staff, and materials used for care and sheltering response operations
- Coordinates delivery of State-owned supplies to Operational Area (OA) staging areas

AMERICAN RED CROSS RESOURCES

American Red Cross utilizes a regional "Sheltering/Distribution Hub" model for fixed resource distribution.

4.8.2 EMERGENCY OPERATIONS CENTER (EOC)/PARTNER INTERFACE

All field-level responses in Monterey County will be coordinated through the command structures in place with responding agencies. Representatives from the affected Operational Area (OA) partners may also be engaged in supporting the Care and Shelter Branch.

THE EMERGENCY OPERATIONS CENTER (EOC) OPERATIONS SECTION CHIEF, THROUGH THE CARE AND SHELTER BRANCH WILL COORDINATE WITH THE DSS, AMERICAN RED CROSS, SPCAMC, AND OPERATIONAL AREA (OA) PARTNERS IN SUPPORTING FIELD-LEVEL MASS CARE AND SHELTER OPERATIONS.

4.8.3 COORDINATING WITH LOCAL GOVERNMENT ENTITIES

California's system for incident management and for providing support and resources to local governments is governed by SEMS. Local governments are responsible for emergency response such as ordering and managing evacuations within their boundaries. Some municipalities arrange contracts for counties to provide some of the services required for evacuation operations from other agencies.

DURING A CATASTROPHIC INCIDENT, THE LOCAL GOVERNMENT ROLES MAY BE SUPERSEDED AND MONTEREY COUNTY OFFICE OF EMERGENCY SERVICES (OES), IN ITS ROLE AS THE OPERATIONAL AREA (OA) COORDINATOR WILL BE RESPONSIBLE FOR MANAGING MASS CARE AND SHELTERING OPERATIONS COUNTYWIDE.

REQUEST FOR OPERATIONAL AREA SHELTER SUPPORT

When a local jurisdiction's resources are exhausted and additional mass care and shelter facilities are needed or assistance is needed to continue the existing sheltering operations, the local jurisdiction will notify the OA EOC of the need for additional mass care and shelter resources.

The OA EOC will support and coordinate resources to the local jurisdictions. If a local jurisdiction determines the need to request assistance from the OA EOC, the jurisdiction should be prepared to provide the following information:

- ❑ The incident type causing the evacuation/shelter
- ❑ When the incident occurred
- ❑ Where the incident is located
- ❑ How long the population will be affected
- ❑ Additional resources that may be needed to support the shelter
- ❑ Number of people evacuated/displaced
- ❑ Number of people requiring shelter
- ❑ Existing shelter(s) and location(s)
- ❑ Number of people in the shelter(s)
- ❑ Any details regarding access and functional needs, to include service animals
- ❑ Anticipated number of household pets

The local jurisdiction is responsible for continual coordination of mass care and shelter services, even after the county provides support to the local jurisdiction.

> IN THE EVENT OF A MAJOR INCIDENT, WHEN LOCAL JURISDICTIONS EXCEED THEIR RESOURCES AND/OR IF MULTIPLE JURISDICTIONS REQUIRE SHELTERING RESOURCES, THE OA EOC WILL TAKE ON A COORDINATING FUNCTION.

The OA EOC will coordinate with the local jurisdiction mass care lead(s) and the Red Cross and jointly determine shelters that should be opened based upon the current circumstances.

4.8.4 COORDINATING WITH THE STATE OF CALIFORNIA

At the request of the Operational Area (OA), CAL OES activates its regional- and State-level response functions. CAL OES may also activate its response on its own authority when an incident is of statewide significance; affects multiple Operational Areas (OA); or is anticipated to require a federal response. This triggers the activation of the other State agencies listed previously and activates SEMS and various mutual aid agreements.

> THE OPERATIONAL AREA (OA), UPON A PROCLAMATION OF A LOCAL EMERGENCY BY THE COUNTY ADMINISTRATOR'S OFFICE OR COUNTY BOARD OF SUPERVISORS, MAY REQUEST A STATE EMERGENCY DECLARATION FROM THE GOVERNOR THROUGH CAL OES;

And,

> IF A GOVERNOR'S DECLARATION IS APPROVED AND THE INCIDENT MEETS IMPACT THRESHOLDS ESTABLISHED BY CAL OES, ASSISTANCE THROUGH THE CALIFORNIA DISASTER ASSISTANCE ACT MAY BE APPROVED.

When an incident has or is likely to exceed State resources and impacts meet federal thresholds, The Governor, through CAL OES may request federal assistance. When approved by the President through a Presidential Disaster or Emergency Declaration FEMA resources may be made available. For large scale, catastrophic incidents FEMA may on its own authority begin to stage resources proximal to the affected area.

FEMA resource deployment to the impacted local area will be coordinated by the Operational Area (OA) Emergency Operations Center (EOC) through CAL OES and FEMA. Coordination of this effort may take place at a Joint Field Office (JFO) when establishe

Monterey County Operational Area Emergency Operations Organization Chart

Mass Care and Shelter Information Flow and Resource Requests

Federal Level

At the Federal Level, FEMA is responsible for coordinating Emergency Support Function (ESF) #6 – Mass Care, Emergency Assistance, Housing, and Human Services when local, tribal, and State response and recovery needs exceed their capabilities.

JOINT FEILD OFFICE (JFO)
Federal Emergency Management Agency (FEMA)

State Level

At the State Level, California Health and Human Services Agency's Department of Social Services is responsible for Emergency Function (EF) 6 – Care and Shelter.

STATE OPERATIONS CENTER (SOC)
California Governor's Office of Emergency Services (Cal OES), California Health and Human Services Agency

Regional Level

The California Governor's Office of Emergency Services is divided into operational regions, including the Coastal Administration Region. There are 16 counties within the Coastal Administration Region, including Monterey County. The Coastal Administration REOC houses a Regional Mass Care and Shelter Task Force to provide assistance to Operational Area Emergency Operations Centers.

REGIONAL EMERGENCY OPERATIONS CENTER (REOC)
California Governor's Office of Emergency Services, Coastal Administration Region

AMERICAN RED CROSS DISASTER RELIEF OPERATION (DRO)

County Level

The Mass Care and Shelter Branch (Staffed by Department of Social Services and American Red Cross, and SPCA for Monterey County) is housed under the Operations Section of the Monterey County Op Area Emergency Operations Center.

The Mass Care and Shelter Branch is responsible for coordinating the overall mass care and shelter operations, including information and requested resources between the Government Managed Shelters and the Emergency Operations Center, when the capabilities of the American Red Cross and Incorporated Jurisdictions are exceeded.

The Animal Care and Shelter Unit is located under the Mass Care and Shelter Branch. Animal shelters are typically co-located with human shelters.

MONTEREY COUNTY OPERATIONAL AREA EMERGENCY OPERATIONS CENTER (EOC)
Monterey County Office of Emergency Services

Operations Section

Mass Care and Shelter Branch

Government Human Care and Shelter Unit

American Red Cross Human Care and Shelter Unit

Local Level

At this level shelters are managed by local incorporated jurisdictions (i.e. Seaside, Monterey, King City) in the Monterey County Operational Area or by Monterey County; the Shelter Manager is responsible for individual facility shelter operations and shelter workers. Shelter workers may consist of American Red Cross volunteers, City and County Disaster Service Workers.

NOTE: <u>ALL</u> shelter information and resource requests are sent to the Emergency Operations Center, either local or County.

GOVERNMENT MANAGED SHELTER

Position/Organization: Shelter Manager, Monterey County Department of Social Services

AMERICAN RED CROSS MANAGED SHELTER

Position/Organization: Shelter Manager, American Red Cross

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5. INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

INFORMATION, RESOURCE REQUESTS, AND SITUATIONAL REPORTS WILL FLOW BETWEEN SHELTERS, DISTRIBUTION AND EVACUATION POINTS, AND THE EMERGENCY OPERATIONS CENTER (EOC), AS APPLICABLE. MONTEREY COUNTY, LOCAL GOVERNMENT AGENCIES, AND THE AMERICAN RED CROSS ARE RESPONSIBLE FOR CONDUCTING THE MASS CARE AND SHELTERING RESPONSE, AND GOVERNMENT AGENCIES ARE RESPONSIBLE FOR THE WELFARE OF THE DISPLACED RESIDENTS.

5.1 INFORMATION COLLECTION | SITUATIONAL AWARENESS

Information about the needs of displaced residents is generated by the local shelters. Information collection includes the tracking and documentation of all emergency shelters operated in the Monterey County Operational Area (OA) regardless of shelter manager, such as spontaneous or unaffiliated shelters. Following an incident, the shelter manager identifies the shelter demand:

- Shelter site name;
- Location (street name, number, cross street, zip code);
- Estimated capacity;
- Number of people sheltered (sleeping over) during reporting period;

- Total number of people sheltered to-date;
- Number of new registrations during the reporting period (normally the last 24 hours);
- Shelter manager's name;
- Phone number, radio frequency or other contact method;
- Current facility status (open, closed, stand-by);
- Meals fed in past 24 hours;
- Animal shelter co-located? (yes/no); and,
- Summary of critical support needs including functional resource and medical health needs.

Communication between the shelter manager and the Emergency Operations Center (EOC) will occur via direct line of communication to the Care and Shelter Branch Director, either directly (i.e. telephone, email, radio, face-to-face) or via a shelter Emergency Operations Center (EOC) liaison.

RESOURCE: See Attachment 2 for the Shelter Report Form.

5.2 INFORMATION ANALYSIS

The Operational Area (OA) receives situation reports and resource requests from its local government partners primarily through public safety agencies. The Operational Area (OA) responds to requests with resources to the extent they are available.

THE OPERATIONAL AREA (OA), THROUGH ITS EMERGENCY OPERATIONS CENTER (EOC) CARE AND SHELTER BRANCH, DIRECTLY COORDINATES SHELTER ACTIVITIES IN THE COUNTY.

The Operational Area (OA) Emergency Operations Center (EOC) either directs resources to the shelter in need or to a nearby staging area, for distribution to local shelters or directly to residents who need support but who choose not to use shelters.

Using the information identified previously, as well as other intelligence sources, the Care and Shelter Branch Director should ensure the following information is prepared every 24 hours, for reporting to the Regional Emergency Operations Center (REOC) and State Operations Center (SOC):

- Number of Shelters Open;
- Number of Persons Displaced (estimated);
- Number of Persons in Shelters;
- Number of Additional Persons Needing Shelter;
- Number of Fixed Feeding Sites (assumes all shelters are fixed feeding sites);
- Number of Mobile Feeding Sites or Routes;
- Number of Persons Fed in the Past 24 Hours;

- Number of Persons Projected to be Fed in the Next 24 Hours;
- Number of Bulk Distribution Sites Established;
- Number of Pet Shelter Sites Established;
- Mutual Aid Received in the Past 24 Hours (Yes/No);
- Mutual Aid Needed in the Next 24 Hours (Yes/No); and,
- Notes on vulnerable populations in shelters (people with specific functional needs)

5.3 INFORMATION DISSEMINATION

During an emergency, affected local jurisdictions disseminate information about the immediate impact of the emergency to keep the public informed about what has happened and the actions of emergency response agencies, and to summarize the expected outcomes of the emergency actions.

5.3.1 PUBLIC INFORMATION OFFICER

The lead for all public information related to a care and shelter operation is the Emergency Operations Center (EOC)'s Public Information Officer (PIO). All public communications should be coordinated with the PIO.

Communication about location and access to shelters that is directed to the public should keep in mind the functional needs of members of the public. Concern should be paid to the communications needs of individuals who are hearing impaired, sight impaired, elderly, and those who speak or read languages other than English. Plans for communicating with the public should include consultation with Community-Based Organizations (CBO) who work with these groups.

> Resource: Toolkit to Support Public Information at Disaster Shelters, The Bay Area Joint Information System, Bay Area Urban Area Security Initiative, found in Attachment 3.

5.3.2 JOINT INFORMATION CENTER

The Monterey County Emergency Operations Center (EOC) through the Joint Information Center (JIC) will coordinate the emergency public information efforts of the Operational Area (OA) and provide support to other agencies (e.g., Operational Area (OA) partners, MST, Caltrans) to ensure a timely, clear, concise, and consistent message. For transportation and evacuation operations this will include State highway system closure information and hazardous materials spills/releases procedures. Once activated, the JIS will coordinate public information at all levels of local government and within the region level when:

- The local jurisdictions are overwhelmed
- Critical information needs to be disseminated quickly
- Multiple response agencies and levels of government are involved in the response effort and consistent emergency information, such as highway and local road closures, is critical.

5.3.3 METHODS OF DISSEMINATION

2-1-1 UNITED WAY

The United Way of Monterey County provides the following services in support of Mass Care and Shelter operations:

- Provides 2-1-1 service under guidance of the 2-1-1 Steering Committee.

- 2-1-1 is integrated with the Operational Area (OA) Joint Information System (JIS) to provide incident related, non-time-sensitive information to the public.

- Supplemental information on the incident and its impacts, incident support efforts, and recommended emergency protection measures is provided to 2-1-1 by the Emergency Operations Center (EOC)/JIS.

- Upon receiving a call to 2-1-1, call takers provide applicable information as requested to the caller.

- 2-1-1 has the capability to provide information in multiple languages and is configured to support TTY and similar communication accommodations.

- In times of disaster, 2-1-1 significantly alleviates non-emergency calls to 9-1-1 and serves as a vital link for individuals seeking information on the incident, emergency assistance resources, or volunteer opportunities.

SHELTERS

Management of communications within a shelter will be done according to guidelines outlined in the American Red Cross Shelter Operations Management Toolkit. Within the shelter, when communicating with shelter residents, the management staff should consider the following:

- Regular briefings and posting of information are a valuable tool in reducing the impact of rumors.
- Special communications needs of residents should be considered with all communications. These needs may include hearing impairment, sight impairment, language issues, etc., and may require communication assistance such as interpreters, TTY access, or assistive listening devices.
- Shelter residents should be informed as much as possible about the status of the disaster or incident that has resulted in the need for evacuation and sheltering.
- Shelter residents should be informed about shelter status, including the date of closure.

ACCESS AND FUNCTIONAL NEEDS COMMUNICATION CONSIDERATIONS

Communications internally and externally will consider communications with access and functional needs populations as an integral component of the overall public information effort.

THE MONTEREY OPERATIONAL AREA (OA) EMERGENCY OPERATIONS CENTER (EOC) PUBLIC INFORMATION OFFICERS WILL COORDINATE MESSAGE DEVELOPMENT AND DELIVERY WITH LOCAL COMMUNITY-BASED ORGANIZATIONS THAT HAVE KNOWLEDGE OF, AND CONNECTIONS TO COMMUNITIES WITH ACCESS AND FUNCTIONAL NEEDS TO THE BEST OF THEIR ABILITY.

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APPENDIX A | GLOSSARY

5.3.4 ACRONYM 5.3.5 MEANING

ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
ARC	American Red Cross
Cal OES	California Governor's Office of Emergency Services
CPOD	Commodity Point of Distribution
DRAT	Disaster Rapid Assessment Team
D-SNAP	Disaster Supplemental Nutrition Assistance Program
DSS	Department of Social Services
DSW	Disaster Service Worker
EF 6	Emergency Function 6
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ERT-N	Emergency Response Team – National
ESF #6	Emergency Support Function #6
FAST	Functional Assessment Service Team
FEMA	Federal Emergency Management Agency
ICS	Incident Command System
JIC	Joint Information Center
MRC	Medical Reserve Corps
NIMS	National Incident Management System
NRF	National Response Framework

5.3.4 ACRONYM 5.3.5 MEANING

Acronym	Meaning
NSS	National Shelter System
OA	Operational Area
OES	Office of Emergency Services
PHN	Public Health Nurse
RCFE	Residential Care Facility for the Elderly
REOC	Regional Emergency Operations Center
SEMS	Standardized Emergency Management System
SNF	Skilled Nursing Facility
SOC	State Operations Center
TEP	Temporary Evacuation Point

APPENDIX B
|REFERENCES

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APPENDIX C | APPROVAL AND PROMULGATION

THE PRESERVATION OF LIFE, PUBLIC HEALTH, PROPERTY, AND THE ENVIRONMENT ARE INHERENT RESPONSIBILITIES OF LOCAL, STATE, AND THE FEDERAL GOVERNMENT. WHILE NO PLAN CAN COMPLETELY PREVENT ERROR, REASONABLE PLANS – CARRIED OUT BY KNOWLEDGEABLE AND WELL-TRAINED PERSONNEL - CAN MINIMIZE LOSS OF LIFE, INCREASE FINANCIAL STABILITY, AND REDUCE NEGATIVE IMPACTS TO PROPERTY AND THE ENVIRONMENT.

This Plan (or Plan), is a functional Annex to the Monterey County Emergency Operations Plan and establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of planning efforts for respective staff.

This Annex is reviewed by all departments/agencies assigned a primary function in the County's Care and Shelter Annex. An approved Annex gives both the authority and the responsibility to organizations to perform their tasks; formalizes their responsibilities with regard to preparing and maintaining their own procedures/guidelines; and commits them to carrying out training, exercises, and plan maintenance necessary to support the Care and Shelter Annex.

A signature from the designated head of each department confirms that the department has read the Annex and has no conflicts with its content at the time of publishing. Upon review and written concurrence by the departments/agencies, the Annex is submitted to the Monterey County Operational Area (OA) Coordinating Council for review and approval. Upon approval by the Council, the Annex is officially adopted and promulgated by the County Board of Supervisors

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LEW BAUMAN   Date

County Administrative Officer, County Administrative Office

NICK CHIULOS   Date

Assistant County Administrator, County Administrative Office

PATSY GASCA   Date

Disaster Program Manager, American Red Cross – Central Coast Chapter

LORI MEDINA   Date

Director, Department of Social Services

GERRY MALAIS   Date

Emergency Services Manager, Office of Emergency Services

ELSA JIMENEZ   Date

Director, Health Department

STEPHEN BERNAL   Date

Sheriff, Sheriff's Office

CARL HOLM   Date

Director, Resource Management Agency

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APPENDIX D | RECORD OF DISTRIBUTION

THE MONTEREY COUNTY OFFICE OF EMERGENCY SERVICES PREPARES, COORDINATES, PUBLISHES, AND DISTRIBUTES THIS PLAN AND ANY REVISIONS MADE TO IT. THE PLAN IS DISTRIBUTED TO ALL DEPARTMENTS/AGENCIES IDENTIFIED BELOW. THE PLAN IS ALSO AVAILABLE UPON REQUEST BY THE EXTERNAL ORGANIZATIONS ALSO IDENTIFIED BELOW.

County Departments / Agencies	Local Governments / Special Districts	Other Organizations

County Departments / Agencies	Local Governments / Special Districts	Other Organizations

APPENDIX E | RECORD OF CHANGES

ANY APPROVED ADDITIONS OR MODIFICATIONS TO THE CARE AND SHELTER WILL BE DOCUMENTED AND NOTED IN THIS SECTION. THE DATE OF THE CHANGE, THE TITLE OF THE PERSON MAKING THE CHANGE, AND A SUMMARY AND REASON FOR THE MODIFICATIONS, WILL BE INSERTED INTO THIS SECTION OF THE PLAN. IF ANY MAJOR OR SIGNIFICANT CHANGES TO THIS PLAN NEED TO BE MADE, THEN THE REVISED PLAN WILL BE CONSIDERED AN UPDATE, AND THE COVER PAGE, PROMULGATION PAGE, AND APPROVAL AND IMPLEMENTATION PAGE SHOULD REFLECT THAT IT IS A NEW PLAN.

After any modification to this plan, the Emergency Services Planner will ensure that the updated version is distributed to all previously listed departments and agencies, and that the revised plan is uploaded to any share sites and/or webpages where this plan resides. Printed material will be available at the Emergency Operations Center (EOC). Personnel with a role in executive leadership, coordination and management, and operational implementation of emergency procedures are encouraged to have digital access to this plan, or a printed copy of this plan available to them at all times.

Change Number	Date of Change	Section	Summary of Change	Change Made By (Title or Name)
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Change Number	Date of Change	Section	Summary of Change	Change Made By (Title or Name)
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APPENDIX F | CARE AND SHELTER OPERATIONS STRATEGY

E TO E+72 HOURS

PRIORITIES

- Open shelters.
- Populate shelters.
- Establish communications between shelters and the Operational Area (OA) Emergency Operations Center (EOC).
- Establish communications between the Operational Area (OA) Emergency Operations Center (EOC) and Regional Emergency Operations Center (REOC).

OBJECTIVES

- Develop situational awareness of the current and ongoing need for shelter and other mass care operations in the general population. Evaluate need for, and open, shelters for humans and animals
- Evaluation of access and functional needs of shelter residents
- Evaluate need for, and open, mass feeding sites
- Evaluate the current shelter resource capabilities of the agencies with mass care and sheltering responsibilities
- Notify all agencies that will support shelter and other mass care operations with staff and supplies of need to provide those resources
- Evaluate the current shelter resource capabilities of the agencies with mass care and sheltering responsibilities
- Evaluate the need to support hospitals and nursing homes as they shelter their populations at the time of the event
- Evaluate the need and ability to shelter jail populations
- Prepare and disseminate information to local residents about mass care/shelter activation, locations, and services
- Coordinate and provide daily situational status updates and reports
- Maintain sanitation of opened shelters

E+72 HOURS TO E+14 DAYS

PRIORITIES

- CONTINUE SHELTER OPERATIONS.
- SUPPORT INDIVIDUALS NOT IN SHELTERS.
- EVALUATE EFFECTIVENESS AND EFFICIENCY OF SHELTER OPERATIONS.

OBJECTIVES

- Open additional shelters as needed
- Open additional feeding sites as needed
- Support people who choose not to use shelters by providing information and commodity distribution to the extent possible
- Monitor the capability of currently open shelters to serve their residents
- Estimate need to implement alternative sheltering strategies (e.g., soft-sided sheltering)
- Establish a Multi-Agency Coordination group for shelter operations, as needed
- Identify shelter residents with fragile medical conditions who cannot be served in general population shelters and develop alternate strategies to address those conditions (e.g., evacuation)
- Maintain communications between care/shelter sites and Emergency Operations Center (EOC)
- Maintain access and functional needs support of shelter residents
- Initiate governmental and non-governmental systems for tracking displaced residents and reunifying households
- Update and disseminate information to local residents about shelter activation, locations, and services
- Integrate appropriate care and sheltering private-sector resources
- Mobilize additional staff and supplies for shelter and evacuation sites as needed
- Coordinate between the Care and Shelter Branch, American Red Cross, SPCAMC, and community-based shelters to identify shelter capacities for evacuee needs
- Coordinate with the Transportation Unit to locate and establish evacuation sites for transferring and receiving evacuees that provide:
  - Points for initial collection of evacuees
  - Transportation to shelters for those without transportation or other housing alternatives
- Maintain ongoing situational awareness of shelter activities and continue providing daily situation reports
- Conduct surveillance for infectious diseases and asses for medical and behavioral health needs

E+14 DAYS TO E+60 DAYS

PRIORITIES

- CONTINUE SHELTER OPERATIONS.
- SUPPORT INDIVIDUALS NOT IN SHELTERS.
- EVALUATE EFFECTIVENESS AND EFFICIENCY OF SHELTER OPERATIONS.
- DISCONTINUE SHELTERING OPERATIONS.

OBJECTIVES

- Maintain ongoing situational awareness of shelter activities
- Continue to integrate appropriate private-sector resources
- Monitor and coordinate the capabilities of agencies, vendors, and other organizations to support shelters and displaced residents
- Fully integrate resources for access and functional needs, animals, and resupply of shelters and distribution sites that support people outside shelters
- Identify opportunities to close shelters and return residents to homes or available housing
- Educate and support occupants of non-traditional shelters to encourage them to return to their habitable homes or move to interim housing
- Begin identifying support services necessary for transition (e.g., personal assistance service, durable medical equipment, and assistive technology)
- Transition families from short-term facilities (e.g., hotels) to longer term housing
- Close shelters and end commodity distribution operations

APPENDIX G | CARE AND SHELTER OPERATIONS

TRADITIONAL SHELTER MODELS

Depending on the duration and severity of the disaster, shelter operations can evolve from facilities meant only to support people overnight, to facilities that are more heavily staffed and provide a range of support services.

EVACUATION CENTER

A site with limited resources and staffing as its primary purpose is to provide evacuees with a safe and protected place to congregate temporarily until people can return home or relocate to another facility.

EMERGENCY SHELTERING (SHORT TERM)

Short term sheltering for evacuees who need a temporary place to stay until other housing arrangements can be made. Typically, emergency shelters will provide food, physical health, and behavioral health services, in addition to other support services based on need. In an American Red Cross-operated shelter, the American Red Cross will typically bring in Client Services teams who provide recovery planning services, which includes referrals to help residents find alternative housing if they are unable to return home. However, if the level of the disaster has significantly limited housing options and the remaining residents will need long term sheltering support, then the existing emergency shelter sites will be consolidated into a smaller number of long-term sheltering operations.

SHELTERING (LONG TERM)

Long term shelter operations may continue for months depending on how long it takes to move shelter residents into interim housing. While schools may be used for emergency sheltering, they are not appropriate for long term sheltering. People with needs that cannot be properly supported within a shelter environment will be relocated to appropriate housing.

NON-TRADITIONAL SHELTERS

NONTRADITIONAL SHELTERING

Provides resources and technical assistance in support of local, state, tribal, affected and host territory, and insular area governments, as well as NGOs when traditional sheltering is not available or feasible or when the impact of the disaster is of such magnitude that extended shelter operations are required.

OUTDOOR SHELTERING

Some persons displaced from their residence may converge on public parks or open spaces as an alternative to using indoor mass care shelters. Since these "open shelter areas" will generally emerge spontaneously, the American Red Cross, County, and incorporated cities must consider whether to take a role in managing the sites from the start to head-off potential health and sanitation problems. A decision to support selected outdoor congregate sites will involve providing comparable level of mass care services as provided to indoor sites. Due to the complications of outdoor sheltering, it will remain a secondary option to establishing a network of fully serviced, indoor shelter sites.

SPONTANEOUS / UNAFFILIATED SHELTERS

In a larger-scale disaster, it is assumed that community shelters, run by organizations other than the American Red Cross, County of Monterey, or incorporated city, will open spontaneously. These sites may be run by neighborhood and community-based organizations or houses of worship. For example, it is assumed that many congregations (churches, parishes, synagogues, etc.) will open their doors to people within that neighborhood needing shelter. Other spontaneous shelters may be run with no formal sponsorship.

As the County of Monterey, American Red Cross, or incorporated cities learn about these spontaneous operations, assistance may be provided if deemed appropriate. This assistance is contingent on the site meeting some basic health and building safety standards. Both the County of Monterey Building Inspector and Environmental Health Services may be called upon to inspect spontaneous shelters.

For sites that do not meet minimum health or safety standards, or are deemed unacceptable for other reasons, the American Red Cross, County of Monterey or incorporated city will

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work with the site to address the problem(s). Otherwise, evacuees should be relocated to nearby American Red Cross, County, or incorporated city managed shelters. The following questions should be considered when deciding whether to work with and support an independent shelter with resources (food, water, cots, blankets, etc.):

- **PHYSICAL CONDITION:** The site will require approval from Department of Environmental Health (and perhaps County Building Inspectors if an earthquake event) to confirm that it is safe to occupy (i.e., no structural damage and no sanitation or occupant health concerns). *Resource: See Attachment 5 for the Environmental Health Shelter Inspection Checklist.*

- **SITE LOCATION:** Is the shelter serving a neighborhood/community that is currently not being served by an ARC, County, or incorporated city shelter? If yes, it is likely filling an unmet need and consideration should be given to supporting the shelter site.

- **SITE MANAGEMENT:** Is the agency or group operating the site trusted and/or known by the occupants? If yes, then the site management team is presumably operating the site in the best interest of the occupants.

- **NUMBER SERVED:** The number of occupants being served by the site should not exceed the site's physical capacity to serve or shelter them. An excess capacity of occupants should be referred to the nearest shelter.

- **MEETING OCCUPANT NEEDS:** Given the demographics and/or needs of individuals being served at the site (language, cultural, disability, children, etc.) – there should be evidence that everyone's needs are being met. Otherwise, refer occupants who may require more assistance to the nearest ARC, County, or incorporated city shelter site if the assistance required cannot be provided at the site.

- **LENGTH OF OPERATION:** If the site management group is committed to maintaining the shelter, and there is no immediate need to move out the occupants, then consideration can be given to supporting it.

- **RESOURCE NEEDS:** Can the ARC, County, or incorporated city provide the resources that the site needs to keep operating? If the answer is yes, then the ARC, County, or incorporated city will need to work on the logistics for getting the supplies to the site.

If these questions can all be answered affirmatively, then supporting the site may be appropriate. The site can be counted as an independent shelter, versus an ARC, County, or incorporated city site (unless the site management function is transferred over to the ARC, County, or incorporated city.) If the ARC, County, or incorporated city cannot work with site management to address any identified deficiencies, and if there is a need to close the independent shelter, then residents will be transferred to the closest ARC, County, or incorporated city shelter site.

FIRST RESPONDER AND STAFF SHELTER SITES

Shelters may need to be established for response personnel and family members. These sheltering sites may also be available to mutual aid personnel from law enforcement, fire service, public works, military, disaster services workers, and/or out-of-state support.

BULK DISTRIBUTION

Distribution processes will be determined based on the needed commodities, scope of the need, location of need, and the ability of the private sector to provide for these needs through timely commercial trade. The Monterey County Office of Emergency Services has developed a generic plan for the operation of Commodity Points of Distribution (C-POD) sites and has developed site plans for the of Commodity Points of Distribution (C-POD) sites.

Office of Emergency Services (OES) maintains a trailer of C-POD support equipment that can be deployed to support of Commodity Points of Distribution (C-POD) operations around the County. Office of Emergency Services (OES) has also placed a portable of Commodity Points of Distribution (C-POD) support equipment cache strategically to provide timely support equipment to the South County.

SHELTER SERVICES

Supports affected and host jurisdiction mass evacuation activities, including provision of mass care services and tracking the movement of evacuees, their household pets, service animals, and medical equipment. Deploys resources to support affected and host jurisdiction evacuation operations.

RECEPTION

- Reception personnel will register and track people entering a shelter and permanently leaving a shelter.
- Forms are provided to accurately keep track of all records.

SHELTER SITES

Provides life-sustaining services in congregate facilities that provide a safe, sanitary, and secure environment for individuals and households displaced by disasters. Also includes support to survivors sheltering in place and/or spontaneous shelters.

Shelter sites will be selected from the American Red Cross National Shelter System (NSS) or WebEOC Shelter Board. These databases are the same. Approximiately 70 facilities are listed in the database. Sites were surveyed using the ARC Shelter Survey. The database includes important information related to each facility, including:

- Evacuation and post impact capacity
- Parking capacity
- Food preparation capacity

- Sanitation capacity (how many toilets, sinks and showers)
- Physical structure information, such as construction type, utility information, and sanitation systems
- Facility contact information (who to call to authorize facility use)

- ADA compliance information and, if the facility is not fully compliant, information is included about on-the-spot modifications necessary to make the site temporarily compliant.

Selected locations selected should be based on the assumption that the public will want to be sheltered as close as possible to their neighborhood. Once a site is selected, the shelter will generally be opened and managed by the American Red Cross with support from the County of Monterey and affected incorporated cities. In opening disaster shelters, the jurisdictions should differentiate between primary and secondary shelter sites.

- **PRIMARY SHELTER SITES –** They can handle a large number of the affected population in shelters, and are accessible for access and functional needs. Primary sites receive priority status when there is a need to open disaster shelters, thus a significant pool of primary sites is preferred.

- **SECONDARY SHELTER SITES –** Secondary sites do not meet all criteria, yet they may be advantageous for neighborhood- based sheltering and, with some modifications, can fully accommodate people with access and functional needs.

PRIOR TO OPENING THE SHELTER

- **HAVE THE BUILDING INSPECTED –** Ensure a building inspector clears the facility for use as shelter.
- **ESTABLISH COMMUNICATIONS –** Establish communications between the city's Emergency Operations Center (EOC) and the shelter or agency providing direction to the shelter.
- **REQUEST RESOURCES –** Request necessary resources from the Logistics Section of the Emergency Operations Center (EOC).

OPENING THE SHELTER

- Coordinate operations and logistical needs with the Emergency Operations Center (EOC).
- Coordinate to receive resources and supplies.
- Document operations – Keep records on all activities and expenses incurred by shelter operations.

ADMINISTRATIVE RECORDS

- The shelter management should keep accurate administrative records, including personnel and time; tracking of food, supplies, and repairs; and other expenses incurred by the emergency shelter operation. Review of FEMA reimbursement policies and requirements should be made and supported appropriately.
- Discussions should occur during planning phases to identify what types of administrative records will need to be shared through EOCs. Also, Non-Governmental Organizations (NGO) may have protocols that need to be considered.
- The Care and Shelter Branch in the Emergency Operations Center (EOC) will collect after-action reports from all shelters.
- Mass care personnel must plan for a method of tracking and registering each person initially entering and permanently leaving a shelter, including dates of arrival and departure. Additionally, provide a sign- in/sign-out process for shelter residents, as they leave and return during the day (Example forms are available in the back).

MEDICAL AND HEALTH SUPPORT

Healthcare issues will arise in shelter facilities; therefore, support for access to adequate healthcare services is important. It is also necessary to maintain records on all health incidents and related actions taken.

Some residents of general population shelters may have medical needs that can be met within the shelter environment.

FEEDING

Provides feeding services at fixed sites and distribution sites and through mobile feeding units. Feeding services may include hot or shelf-stable meals, infant formula, baby food, snacks, beverages, and food packages, as well as diverse dietary and culturally appropriate meals (e.g., low sodium, low fat, vegetarian/vegan, halal, kosher).

SAFETY AND SECURITY

Maintaining security for shelter clients is a critical component of shelter operations. The Monterey County Sheriff's Office remains responsible for the protection of life and property. The Department will be tasked with providing security in all shelters.

Requests for Law Enforcement resources should be routed through the Emergency Operations Center (EOC).

REUNIFICATION SERVICES

Provides facilitated assistance for children separated from their parent(s)/legal guardian(s), as well as adults from their families, due to disaster. Supports reunification efforts at the local, state, tribal, and/or territorial levels with technical assistance.

ACCESS AND FUNCTIONAL NEEDS

Coordinates and provides equipment, supplies, and services required to assist children and adults with disabilities and others with access and functional needs to maintain their independence. These can include:

- Seniors and people with disabilities
- People who are medically fragile or dependent
- Limited English language proficiency
- Unaccompanied minors
- Unaccompanied adults requiring care

ENVIRONMENTAL HEALTH SERVICES

The quality of life in any shelter environment with large numbers of people living in close quarters will be affected. Shelter planning should consider the environmental factors that may affect the overall health of shelter residents. This includes issues like the condition of the facility, food safety, sanitation, drinking water, and sleeping areas.

Resource: See Attachment 5 for the Environmental Health Shelter Inspection Checklist.

UNACCOMPANIED MINORS

California law requires that the Department of Social Services provides 24-hour child protective services for children at risk of abuse and/or neglect.

In the event of a disaster, the priority of Family and Children's Services will be to ensure the health, safety and welfare of children in Monterey County. The actual response will be determined by the severity of the disaster. The operations of Family and Children's Services will be less affected by a low-grade disaster. In a more severe disaster, the response and services will be more focused and triaged.

In addition, the Department of Social Services is responsible for the health, safety and welfare of children remanded to their care by the Superior Court of Monterey County.

YOUTH SERVICES

The need for youth services will depend on the numbers of children and the age ranges represented among those who have sought shelter as well as the length of time the shelter is open. There are specific youth services that should be considered and staffed accordingly, either by qualified shelter staff or by staff of appropriate county agency or community-based organization. These include:

- Any time the shelter is to be open for more than one or two days, shelter staff should consider developing and staffing childcare services.
- All staff should be qualified and screened appropriately.
- Childcare services should be closely monitored, and a log of clients served should be maintained.
- Recreational needs
- Shelter staff should consider making available age appropriate recreational activities.
- Recreational activities should be monitored by appropriate, screened staff or volunteers.
- Areas should be identified and dedicated to childcare and recreation. These areas
- should be well labeled.
- Education
- If local schools are closed for a prolonged period because of the underlying incident, the shelter management should coordinate with the Emergency Operations Center (EOC) to ensure that continuation of educational programs.
- If appropriate, a location in the shelter should be identified and dedicated to educational pursuits, including a location where students can work on homework.

HOUSEHOLD PETS AND SERVICE ANIMALS

Coordinates and provides rescue, transportation, shelter, reunification, care, and essential needs of household pets and service animals during response operations to ensure their safety and well-being. Service animals are not pets and may not be separated from the individual with a disability or other access and functional need; service animals should be permitted anywhere the public goes.

SPIRITUAL CARE

Develop a process for accepting qualified and appropriate staff for support of spiritual care in shelters. The process should include criteria for appropriate staff credentials, management of this function, and accessing support, when needed.

TRANSPORTATION

During the period in which the shelter is in operation, some people will require transportation to the shelter, as well as door-to-door transportation from the shelter to non-emergency medical and other appointments. In addition, people with access and functional needs may need paratransit assistance.

Assists individuals and families relocating outside of the disaster area to locations where short- or long-term housing resources are available. Transportation services may also include returning survivors to their pre-disaster location.

COMMUNICATIONS TO SHELTER RESIDENTS IN A SHELTER ENVIRONMENT

Shelter personnel must plan for the collection, communication, and distribution of mass care information. This includes providing information to shelter residents about the disaster and about available relief services available, as well as information to support reunification.

SOCIAL AND PERSONAL NEEDS FOR SHELTER RESIDENTS

Given a significant disaster event, the affected population will begin to work toward recovery while in the shelter. Shelter personnel should plan to coordinate with external agencies and services via the Operations Section of the Emergency Operations Center (EOC) to help meet the personal needs of the shelter residents.

PRE-DISASTER HOMELESS PERSONS

A large-scale disaster may disrupt the usual sources of food and shelter for persons who already were homeless before the disaster. Pre-disaster homeless persons will have to be integrated at disaster shelters with people made temporarily homeless by the disaster.

Persons who are chronically homelessness often are dealing with pre-existing medical, mental health and substance abuse issues. A challenge for local jurisdictions is maintaining the continuity of pre-disaster shelter programs so that they can continue to serve the existing pre-disaster homeless population. Pre-disaster homeless persons make up a significant proportion of the shelter population requiring long-term care assistance.

Care and Shelter Planning Tips for Pre-Disaster Homeless Persons:

- **COOPERATION WITH SERVICE PROVIDERS –** Care and shelter personnel will need to work closely with local homeless service providers and social service representatives to accomplish the following:
  - **KEEP PRE-DISASTER SHELTERS OPERATIONAL --** Maintain the continued operation of pre-disaster shelter programs to lessen the relocation of pre-disaster homeless persons to public disaster shelters. Check with pre-disaster community shelter programs to see what resources they need to continue services to the persons they serve.

  - **MAKE REFERRALS TO PRE-DISASTER SHELTERS** -- Homeless shelters generally run at full capacity, but will accept more persons after a disaster. Keep a referral list of pre- disaster shelter programs and encourage the transition of pre-disaster homeless persons out of temporary disaster shelters.

o **SUPPORT SERVICES --** When pre-disaster homeless persons comprise part of the shelter population, there may be a need for more specific support services. This includes services for substance abuse addiction, mental health services, in addition to a need for transitional housing assistance. Request Op Area support from County Department of Social Services or Monterey County Health Department.

- **ENFORCE SHELTER REGULATIONS --** Post shelter rules, such as regulations regarding substance abuse, hygiene and other inappropriate behavior. If these issues become problematic within the shelter environment (for any shelter resident, regardless of status), dismissal may be necessary.

APPENDIX H | CARE AND SHELTER BRANCH JOB ACTION SHEET

TO MEET THE MASS CARE NEEDS OF INDIVIDUALS DISPLACED BY DISASTER WITHIN THE MONTEREY COUNTY OPERATIONAL AREA (OA), ACHIEVEMENT OF THE FOLLOWING OBJECTIVES IS NECESSARY WITHIN THE OPERATIONAL AREA (OA) EMERGENCY OPERATIONS CENTER (EOC) CARE AND SHELTER BRANCH.

STEP 1: ESTABLISH THE OPERATIONAL AREA (OA) EMERGENCY OPERATIONS CENTER (EOC) CARE AND SHELTER BRANCH

- ❑ Review preliminary incident data.
- ❑ Determine staffing needed for the required level of activation.
- ❑ Notify the relevant care and shelter partner organizations (American Red Cross, incorporated cities, etc.).
- ❑ Given a large event, prepare County personnel shift schedules at least 3 days out (both Operational Area (OA) Emergency Operations Center (EOC) and field personnel).

STEP 2: GATHER AND ANALYZE INFORMATION

- ❑ Based on the level of care and shelter needs involved, develop an initial plan for providing services:
- ❑ Estimated number of people requiring shelter support.
- ❑ Estimated number of people requiring feeding and/or food and water distribution support.
- ❑ General areas (neighborhoods) with significant numbers of displaced households, which may also include the identification of affected institutional facilities, pre-disaster homeless populations, etc.

- ❑ Number, location, and sequence of service sites or shelters to be opened.
- ❑ Identify where household pet shelters can be co-located with public shelter sites.
- ❑ Coordinate lead agencies for each site (generally American Red Cross will be the lead agency and the County and/or incorporated cities will support American Red Cross with operations as needed).
- ❑ Estimate the number of people with functional laminations (ambulation, communication, etc.) and/or life support supply needs
- ❑ Assess the need for behavioral health and medical support.
- ❑ Coordinate post disaster safety assessment inspections of potential shelter sites.
- ❑ Determine the availability of American Red Cross, incorporated cities, and partner agency resources (facilities, personnel, supplies, and equipment).
- ❑ Determine the number of American Red Cross, County of Monterey, and incorporated city personnel available for assignment to support sheltering activities.
- ❑ Identify expected resource shortfalls.
- ❑ Determine where spontaneous shelters may have opened (sites operated independently from American Red Cross, County, or incorporated city) and decide whether to support or consolidate.
- ❑ Provide regular situation status updates for inclusion in the Operational Area (OA) Emergency Operations Center (EOC) Action Plan.

STEP 3: OBTAIN AND DEPLOY RESOURCES

- ❑ Begin to implement service delivery plan.
- ❑ Mobilize Care and Shelter personnel and resources from partner agencies.
- ❑ Work with the American Red Cross, County of Monterey, and incorporated cities to ensure that qualified shelter management teams are identified for each site.
- ❑ Request supplies, equipment, and specialized services through the following.
- ❑ Supporting departments or partner agencies (from inventory or through a vendor).
- ❑ Through the Operational Area (OA) Emergency Operations Center (EOC) Logistics Section.
- ❑ State and federal agencies (via the Operational Area (OA) Emergency Operations Center (EOC) Logistics Section).

STEP 4: COORDINATE RESPONSE

- ❑ Coordinate the opening of shelters and other service delivery sites.
- ❑ Ensure that all Care and Shelter site managers have communications equipment (cell phone or handheld radio) for required coordination with the American Red Cross operations center, Operational Area (OA) Emergency Operations Center (EOC) Care and Shelter Branch, or local Emergency Operations Center (EOC).
- ❑ Coordinate feeding and other basic services as soon as possible:
  - o Health services
  - o Behavioral health services

o   Security
o   Feeding
o   Environmental health inspections

> Resource: See Attachment 6 for the Environmental Health Shelter Inspection Checklist.

❑   Support for individuals with disabilities and others with access and functional needs
❑   Ensure that representatives at the Operational Area (OA) Emergency Operations Center (EOC) are provided with timely information regarding the opening and closing of shelters (this will facilitate the release of public information regarding which shelters are open and their locations).
❑   Coordinate Operational Area (OA) Care and Shelter operations conference calls to facilitate communication and coordination between the American Red Cross, County, and incorporated cities that are operating shelters.
❑   Expand current sheltering and field response capacity, as needed.
❑   Develop feeding capacity and response.
❑   Based on demand, setup bulk distribution for potable water, food (MREs), ice, clothing, sanitary items, and other basic life sustaining supplies.

STEP 5: CONTINUE TO MONITOR, TRACK, AND INFORM

❑   Monitor overall implementation of the service delivery plan.
❑   Ensure all shelter sites report current situation status daily:
o   Daytime population
o   Nighttime population
o   # of new registrations since the last report
o   # of meals/snacks/drinks served since the last report
❑   Receive and respond to resource or information requests from shelter and field sites.
❑   Identify potential breakdowns in coordination and support and intervene accordingly.
❑   Provide ongoing situation reports on care and shelter status.
❑   Conduct periodic Care and Shelter Branch conference calls with the American Red Cross and local EOCs to:
o   Identify and resolve issues
o   Update situation information
o   Revise service delivery plan
o   Determine future needs
o   Coordinate the closing/consolidation of shelters.

STEP 6: DEACTIVATION

The Operational Area (OA) Emergency Operations Center (EOC) Care and Shelter Branch will be deactivated when the need for Care and Shelter response coordination has either diminished or ceased.
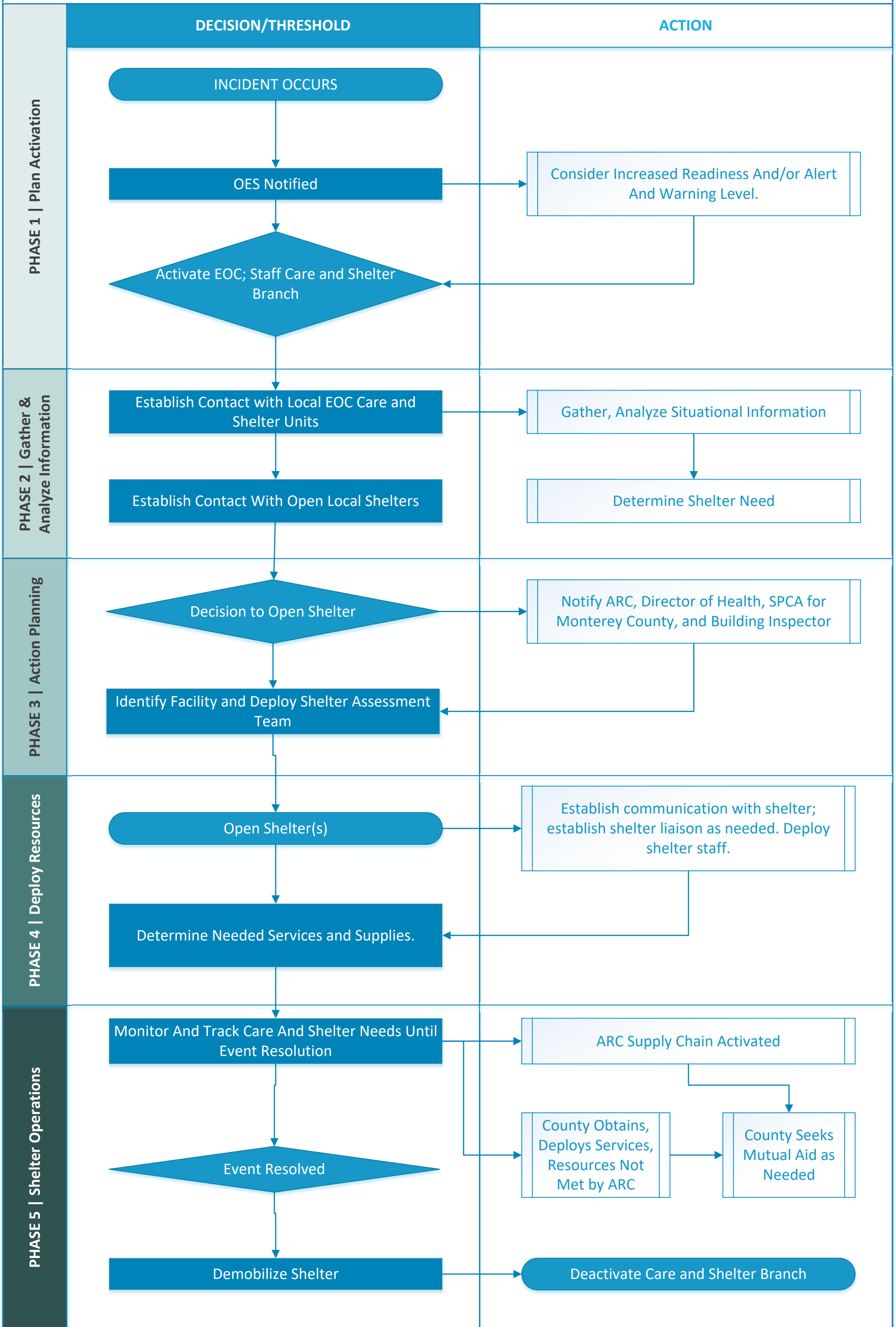
Care and shelter functions may be deactivated or scaled back at the discretion of the Emergency Operations Center (EOC) Director and Operations Section Chief. After the decision to deactivate has been determined, the following activities may be necessary:

❑ Coordinate with non-governmental organizations for long-term case management of clients who have unmet housing needs upon mobilization of shelters.

❑ Prepare documents for financial reimbursement.

❑ Complete or transfer remaining care and shelter responsibilities to the appropriate department or organization.

❑ Provide deactivation information to all involved supporting Care and Shelter

❑ departments and organizations.

❑ Inventory: return to owner, or properly dispose of remaining supplies and assets used in the response.

❑ Issue a final status report to Operational Area (OA) Emergency Operations Center (EOC) Planning Section Chief.

❑ Coordinate deactivation with the Operational Area (OA) Emergency Operations Center (EOC) Operations Section Chief to include staff release, equipment return, and inventory.

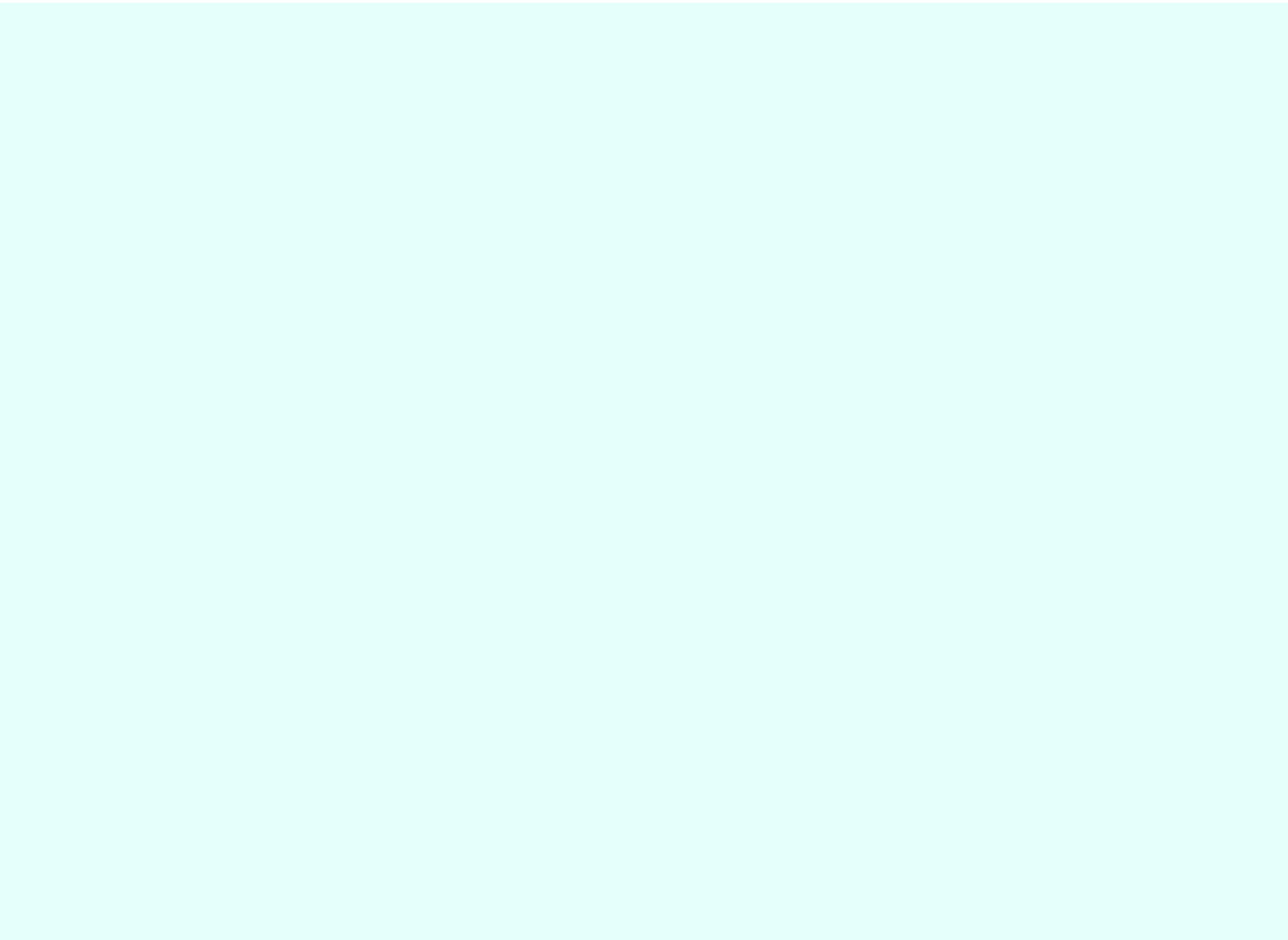❑ Ensure that a debrief is held between key staff, volunteers, and involved County departments.

APPENDIX I | SHELTER RESPONSE FLOW CHART

Op Area Care and Shelter Branch Shelter Response Flow Chart

DECISION/THRESHOLD	ACTION

PHASE 1 | Plan Activation

INCIDENT OCCURS

OES Notified → Consider Increased Readiness And/or Alert And Warning Level.

Activate EOC; Staff Care and Shelter Branch

PHASE 2 | Gather & Analyze Information

Establish Contact with Local EOC Care and Shelter Units → Gather, Analyze Situational Information

Establish Contact With Open Local Shelters → Determine Shelter Need

PHASE 3 | Action Planning

Decision to Open Shelter → Notify ARC, Director of Health, SPCA for Monterey County, and Building Inspector

Identify Facility and Deploy Shelter Assessment Team

PHASE 4 | Deploy Resources

Open Shelter(s) → Establish communication with shelter; establish shelter liaison as needed. Deploy shelter staff.

Determine Needed Services and Supplies.

PHASE 5 | Shelter Operations

Monitor And Track Care And Shelter Needs Until Event Resolution → ARC Supply Chain Activated

County Obtains, Deploys Services, Resources Not Met by ARC → County Seeks Mutual Aid as Needed

Event Resolved

Demobilize Shelter → Deactivate Care and Shelter Branch

ATTACHMENT 1 | AMERICAN RED CROSS MOU

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ATTACHMENT 2 | SHELTER STATUS REPORT FORM

STATUS REPORT FROM A SHELTER

This form was designed to understand, and capture, the status of ongoing shelter operations needed by the local Emergency Operations Center (EOC). Other information required for managing the shelter may be organized or collected separately by the agency conducting on site shelter operations.

USER GUIDANCE

General shelter information should be cross-checked with the shelter site inventory data maintained in the WebEOC Shelter Board. It should be established at the activation of the shelter and continuously reporting is not needed except for changing information such as points of contact.

Requests for resources (e.g., staffing, language interpreters, transportation services, meals, cots, etc.) should be made following the local jurisdiction's resource request process. This form is NOT intended to document unmet resource needs at the shelter.

This form completed by:

Name:

Agency:

Contact Information:

FIRST 48 HOURS

Shelter Site Name:

Shelter Address:

Street Name:

Cross Street:

Zip Code:

Managing Agency					
POINTS OF CONTACT	**NAME**	**PHONE**	**EMAIL**	**RADIO FREQUENCY**	**AGENCY**
Shelter Manager					
Health Services Manager					
Feeding Manager					
Others (list)					

Date/Time Shelter Activated: _____

Estimated Maximum Capacity / ADA Capacity: _____

Capacity percentage during reporting period: _____

Estimated total number of residents sleeping over: _____

Number of individual meals served in the past 24 hours: _____

Describe the level of care provided:

_____

_____

_____

Which agency(s) is providing medical services at the shelter?

_____

_____

_____

Date/Time Shelter Activated: _____

Estimated Maximum Capacity / ADA Capacity: _____

BEYOND 48 HOURS

Facility Owner: _____

Date/Time Open: _____

Date/Time Closed: _____

ADA/Access and Functional Needs (AFN) Compliant Shelter Site: ☐ Yes   ☐ No

Pets Accepted?   ☐ Yes   ☐ No
   Co Habitation: ☐ Yes   ☐ No
   Co Located: ☐ Yes   ☐ No
   Animal Services: ☐ Indoor   ☐ Outdoor

Backup Generator?   ☐ Yes   ☐ No

Total Number of People Sheltered To-date: _____

Number of People with Disabilities or others with AFN in the Shelter: _____

Number of Unaccompanied Minors: _____

Number of Pets: _____

Number of Service Animals: _____

Number of Assigned Disaster Service Workers: _____

VOLUNTEER COUNT	COMMUNITY EMER-GENCY RESPONSE TEAM (CERT)	MEDICAL RESERVE CORP (MRC)	AMERICAN RED CROSS	OTHER
Assigned Affiliated Volunteers				
Spontaneous				
Other				

Which organizations are on-site? (e.g., insurance companies):

_____

_____

What additional resources are on-site? (e.g., mobile shower units, computers with internet):

_____

_____

Has a Functional Assistance Service Team completed an assessment?　☐ Yes　☐ No

Is security on site?　☐ Yes　☐ No

If yes, provided by: _____

What bus line(s) / transit service are available to the shelter site? (Also inform Public Information Officers):

_____

_____

Medical staff on duty at the shelter?　☐ Yes　☐ No

Mental health staff on duty at the shelter?　☐ Yes　☐ No

Is there a separate or designated space for providing medical support?　☐ Yes　☐ No

Number of people needing assistance with Activities of Daily Living (ADL): _____

Is the site receiving donations?　☐ Yes　☐ No

If yes, please note significant donations received (e.g., meals): _____

Is the site using just in time or spontaneous volunteers?　☐ Yes　☐ No

If yes, please note quantity and any issues:

_____

_____

ATTACHMENT 3 | CARE AND SHELTER PUBLIC INFORMATION TOOLKIT

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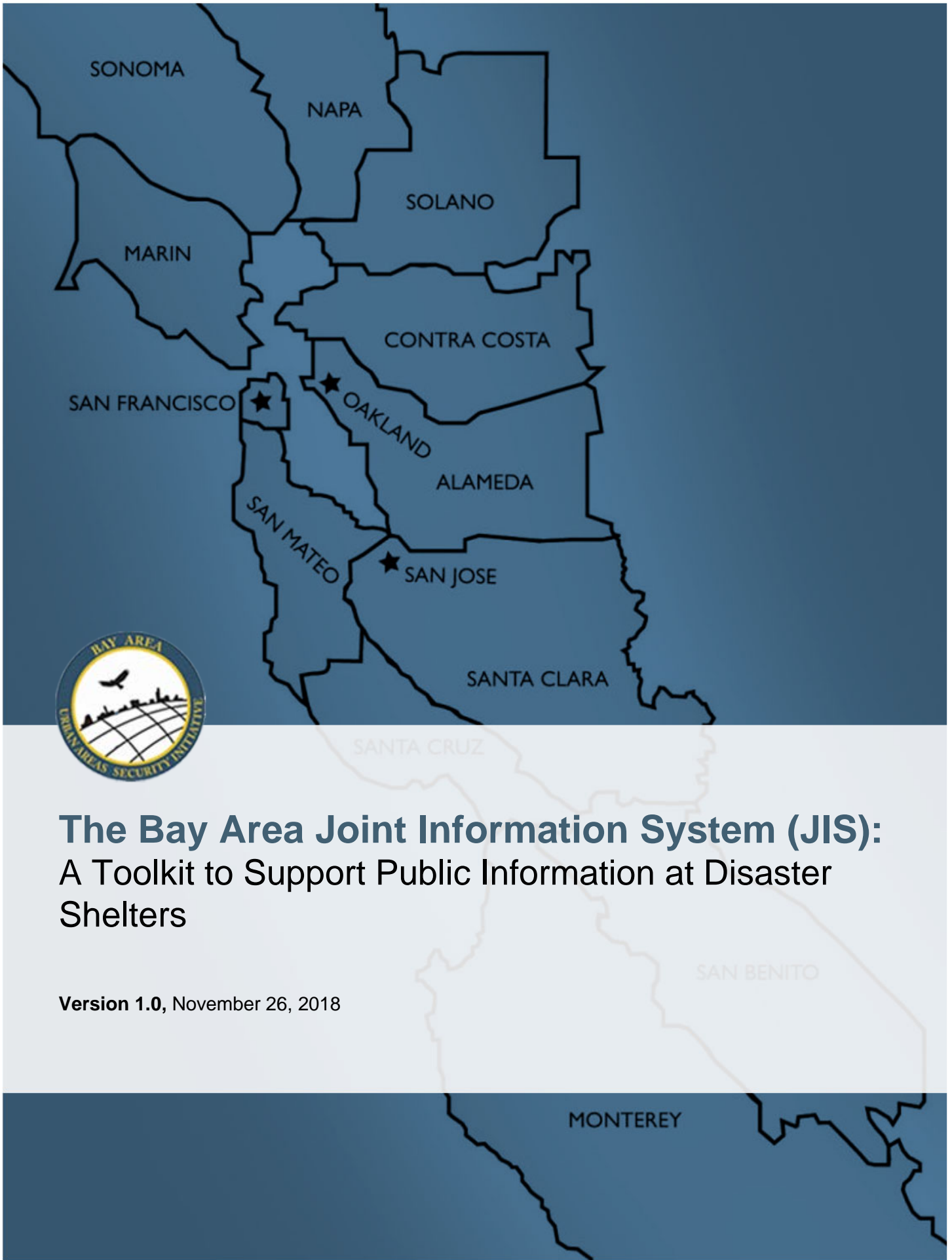
The Bay Area Joint Information System (JIS):
A Toolkit to Support Public Information at Disaster Shelters

Version 1.0, November 26, 2018

Toolkit Overview

This toolkit has been developed in partnership with the Bay Area Joint Information System, with funding and support from the Bay Area Urban Areas Security Initiative (UASI), and with the input and guidance of the Bay Area UASI Care and Shelter Subcommittee and Nusura, Inc.

Shelter Public Information Officers (PIOs) perform public information functions at disaster shelter sites in an emergency. This **Toolkit to Support Public Information at Disaster Shelters provides** Shelter PIOs, their support staff, and local Joint Information Center (JIC) staff with the tools, templates, planning considerations, and sample messaging necessary to perform their roles.

Many of these resources may be used just-in-time in the event of a shelter activation. This toolkit recognizes that Shelter PIOs may not have previous experience or training in a public information role or at a disaster shelter.

This toolkit is organized in three parts. **Part I** includes tools and templates for staff assigned to perform public information functions at a disaster shelter site. Before the emergency, planners should review and customize these tools. When activated for an incident, Emergency Operations Center (EOC) or JIC staff should re-review the tools and provide copies to their Shelter PIOs and support staff, as applicable.

Part II contains guidance for EOC staff, JIC staff, and Shelter PIOs on communicating accessible, accurate, and timely public information at shelter sites. Jurisdictions may also use this information to inform their local care and shelter and/or public information and warning plans.

Part III contains sample messaging, press releases/website updates, and social media guidance on shelter related topics. These written products are consistent with regional plans. Local jurisdictions should customize the templates and include details about the emergency, local policies and processes, and disaster services.

Part IV is an online compilation of additional tools and resources developed by other agencies and organizations, as well as multimedia resources developed by the Bay Area jurisdictions.

The most current copy of this document, including Part IV (Additional Online Resources) and any changes, is available on the Bay Area JIS shared document repository. Email bayareajis@gmail.com for access to the shared folder and copies of all Bay Area JIS tools.

Template Instructions

The text that is in blue and/or [blue brackets] throughout this template is provided as information to assist you with filling in this document and creating specific messaging for your organization or agency.

- Fill in or delete any [brackets] prior to finalizing this document or specific messaging with your jurisdiction's needs.
- Delete any text, or sections, and modify it for your jurisdictions prior to finalizing the document or any of its subsequent parts.

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SONOMA

NAPA

SOLANO

MARIN

CONTRA COSTA

SAN FRANCISCO

OAKLAND

ALAMEDA

SAN MATEO

SAN JOSE

SANTA CLARA

SANTA CRUZ

SAN BENITO

MONTEREY

Part I: Tools and Templates for Disaster Shelter Public Information
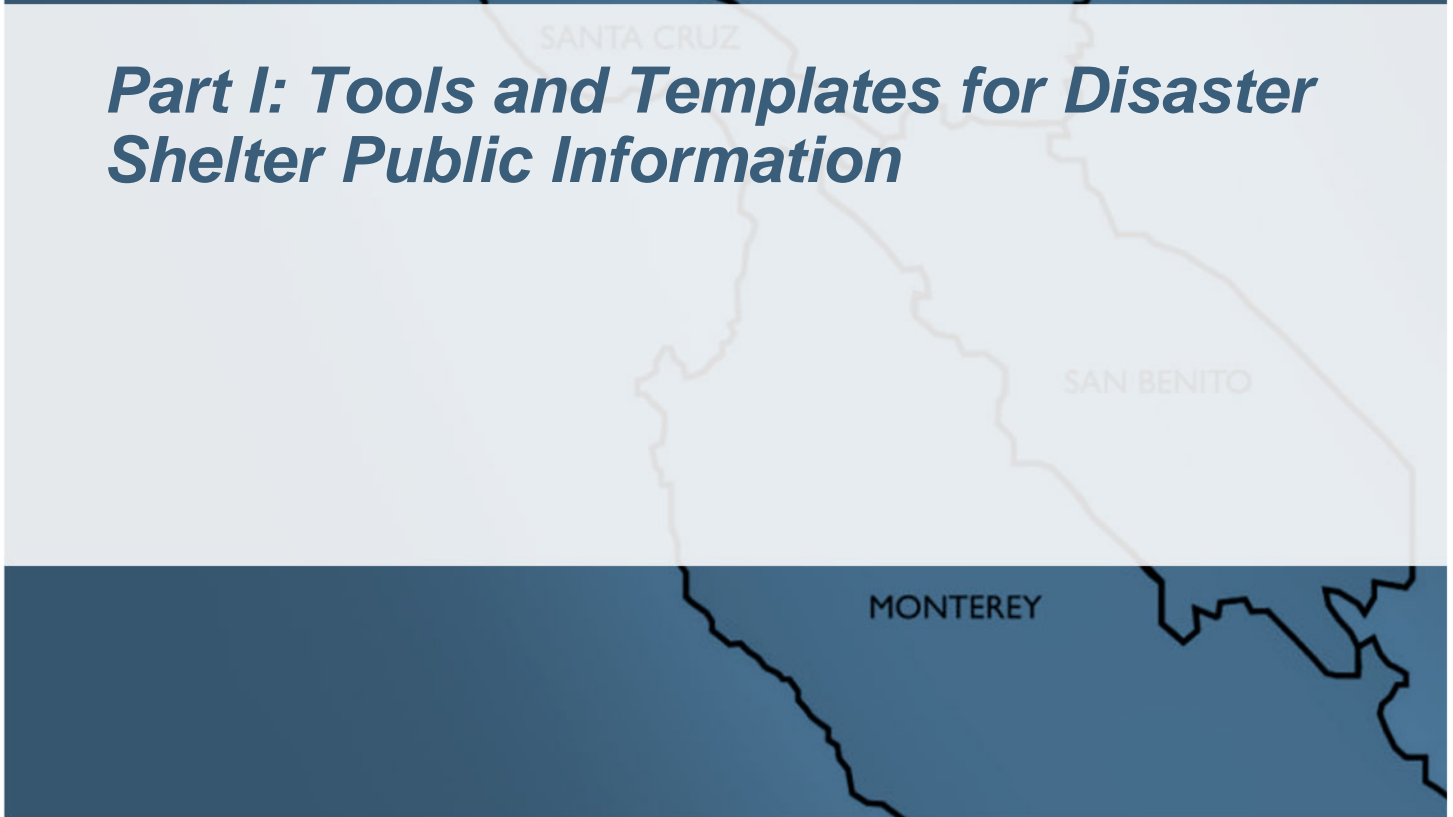
Shelter Public Information Officer Checklist

This checklist may be used by onsite Public Information Officers (PIOs) when assigned to a disaster shelter site. PIOs may carry a copy of the checklist with them as they perform their assigned duties at the shelter site. Local emergency planners should customize this template to reflect local operations, policies, structures, and processes. Local Joint Information Center (JIC) staff should re-review and update this checklist before providing a copy to the Shelter PIO(s).

Overview of Shelter PIO Role

The role of the **Shelter PIO** is to manage and perform public information functions at a shelter site in an emergency. The Shelter PIO often performs these activities from the field while coordinating closely with the Shelter Manager and the local JIC (if activated) or EOC. The Shelter PIO may be assigned by the Shelter Manager or the JIC/EOC.

The **JIC/EOC** is responsible for developing core messaging for shelter locations, handling media inquiries about overall response to and recovery from the incident and developing and sharing public information objectives with the Shelter PIOs.

The Shelter PIO is not (typically) a spokesperson for the overall incident. He or she may be designated and authorized by the Shelter Manager and JIC/EOC to answer questions about the shelter site and services available to residents. All other inquiries about an incident should be directed to the JIC (if activated) or EOC.

Shelter PIO Job Actions Checklist		
✔	**ACTIONS**	**NOTES**
☐	[Add local activation/mobilization procedures.]	
☐	Identify a point of contact in the JIC (if activated) or EOC. Provide your full contact information to the JIC/EOC (especially if you were assigned to the Shelter PIO role by the Shelter Manager).	
☐	Discuss and confirm with the JIC/EOC your authority for responding to media inquiries within the scope of operations at the disaster shelter site.	
☐	Confirm with the JIC/EOC and Shelter Manager any topics or information that are NOT approved for release to the public or media. (This is an ongoing conversation as new information becomes available.)	

	Shelter PIO Job Actions Checklist	
✓	**ACTIONS**	**NOTES**
☐	Ask the JIC/EOC for a phone number and/or email address for media inquiries that are beyond the scope of operations at the shelter site.	
☐	Determine a schedule for JIC/EOC briefings or check-in calls. Determine whether these are held individually or with PIOs from multiple shelter sites. Agenda for calls may include, for example: o Updates on public information activities at shelter site: ▪ Overview of activities to communicate with shelter staff, residents, and onsite media ▪ Trending or complex shelter resident information needs ▪ Reflection on public sentiment at the shelter ▪ Frequent/trending media inquiries ▪ Media or public inquiries that necessitate JIC attention (e.g., new information about the incident, stories that spread rumors, etc.) o Update on JIC/EOC activities related to shelter operations ▪ Review JIC public information objectives ▪ Updated messaging for shelter site ▪ Update on public information coordination with partner organizations providing management and/or services to the shelter location ▪ Information that may affect public information activities and messaging at the shelter location (e.g., trending topics at other locations)	

Shelter PIO Job Actions Checklist

✓	ACTIONS	NOTES
☐	Escalate information to the JIC/EOC when: ○ Media arrive at the shelter location ○ Shelter staff speak with media (to pass along messages delivered to reporters) ○ Reporters have inquiries that are beyond the scope of operations at the shelter site ○ An event occurs at a shelter site that may generate public concern or negative coverage in the media ○ Media or shelter residents are circulating or ask about a rumor or misinformation ○ VIPs are scheduled to visit or arrive at the shelter site	
☐	[Add local check-in procedures for when the PIO arrives to the shelter.]	
☐	Discuss a plan for ongoing coordination with the Shelter Manager, including preferred method of communication (e.g., text or phone calls, regular check-ins, designated alternate with authority if the Manager is not available, etc.).	
☐	Discuss with the Shelter Manager whether media will be allowed in the shelter (e.g., will media be allowed on escorted tours, to interview shelter resident, etc.). [Update with local policies and note that most local governments and non-governmental organizations like the Red Cross do not allow media inside shelters.]	
☐	Complete a shelter contact list, asking the Shelter Manager for a list of all partner organizations involved with the shelter site and shelter operations. (In this toolkit, see the Shelter Public Information Contact List.)	
☐	Attend shelter site operational briefings and receive shelter updates.	
☐	To be able to respond to shelter residents and media questions, work with shelter staff to become familiar with shelter operations, including policies and schedules.	

Shelter PIO Job Actions Checklist

✓	ACTIONS	NOTES
☐	Coordinate with the shelter site Safety Officer to establish a system to credential all media representatives before allowing them into the shelter. [Summarize local policies on media at shelter sites, if available.]	
☐	Establish a media area for interviews about information specific to the shelter location (e.g., organizations/agencies providing services at the site or types of services available); or direct media to the JIC/EOC.	
☐	Obtain Shelter Manager approval to conduct media interviews and/or escorted tour (one at a time) as long as such action will not hinder shelter operations. [Summarize local policies on media at shelter sites, if available.]	
☐	If media requests to interview or take a photo of shelter residents, obtain their approval prior to allowing press to interview or photograph them. DO NOT allow the media to interview residents without permission. [Summarize local policies on media at shelter sites, if available.]	
☐	Coordinate with onsite staff responsible for shelter logistics for equipment and supplies. [Update to reflect local plans; for example, the Shelter PIO may instead request resources via the JIC.]	
☐	Ensure that shelter residents have access to news reports and information on the television and internet. Turn on the captioning features on televisions.	

Shelter PIO Job Actions Checklist

✓	ACTIONS	NOTES
☐	Create bulletin boards to disseminate information to shelter residents. Boards may include: o Daily news articles on the response to the disaster o News regarding shelter activities for the day o Instructions for computer access to disaster welfare information and the Red Cross' Safe and Well system o Information about closed, hazardous, contaminated, or congested areas to avoid o Information about essential services available, such as hospitals, medical centers, grocery stores, banks, pharmacies, etc. o Information about weather or other types of hazards o Information about recovery services available and agencies providing services o Information on a timeline for residents to return to their homes (when one is available)	
☐	Develop (or work with the JIC/EOC to develop) material for shelter residents in alternate formats (for visual or hearing-impaired residents, residents with cognitive disabilities, and non-English speaking residents). Ensure that translators/interpreters are available to support information sharing at daily meetings and to provide updates as needed. (In this toolkit, see the Quick Reference Accessible Communications Checklist for Disaster Shelters.)	
☐	Provide public information support to shelter management for daily briefings with residents to ensure that there is a timely and accurate flow of information. Use the briefing to inform residents of activities within the shelter and the overall disaster.	
☐	Provide information about the shelter site to the JIC/EOC to include in the local jurisdiction press releases. (In this toolkit, see Part III: Disaster Shelter Messaging and Product Templates.)	

Shelter PIO Job Actions Checklist

✓	ACTIONS	NOTES
☐	Monitor commercial television and radio for information and rumor control, or work with the JIC/EOC to obtain a summary of trending topics, misinformation, and rumors.	
☐	Provide timely and accurate up-to-date information to the Shelter Manager, such as: o Residents' public information needs o Activities to meet the residents' needs o Onsite media management activities o Other information that may affect shelter management and operations	
☐	If requested by the Shelter Manager and/or JIC/EOC, provide support for VIP visits to the shelter. (In this toolkit, see Part II: Guidance for Supporting VIP Visits to Shelters.)	
☐	Coordinate with the JIC/EOC to develop procedures for release of information concerning the status of relatives/friends in the disaster area.	
☐	Coordinate with staff responsible for [include name of function, e.g., registration, intake, and/or assessment] of individuals arriving at the shelter to make sure staff provide residents with accurate information about the emergency and services available at the shelter location.	
☐	Coordinate with feeding staff to provide residents with information on location, hours, and processes for the feeding schedule.	
☐	Coordinate with onsite communications or public information staff for organizations and agencies providing management or support to the shelter location (such the Red Cross or facility owner). o Ensure public messages are consistent o Under the direction of the JIC/EOC, work with onsite partners to dispel rumors at the shelter location o Manage media requests, as authorized o Avoid duplication of efforts	

✓	ACTIONS	NOTES
☐	When directed by the JIC/EOC, communicate with PIOs from other shelter locations. For example, this may include sharing information on activities or tools that are/are not effective, etc.	
☐	Depending on the workload, the Shelter PIO may work with the Shelter Manager to request additional staff at the shelter site to support public information functions.	
☐	[Add local processes for tracking time and expenses.]	
☐	[Add local procedures for transitioning to and debriefing next shift Shelter PIO, if applicable.	
☐	[Add local demobilization procedures.]	

Shelter PIO Job Actions Checklist

Shelter Public Information Contact List

Joint Information Center (JIC) staff and Shelter Public Information Officers (PIOs) should complete this contact list when the shelter is activated and at review the list at the start of each shift.

Shelter Public Information Contact List		
CONTACT	**INCIDENT NAME**	**DATE/TIME FORM COMPLETED**
Shelter Location	**Name:**	
	Date/Time Established:	
	Address:	
	Capacity:	
Shelter Facility Owner	**Name:**	
	Organization:	
	Title:	
	Cell:	
	Email:	
Shelter Manager	**Name:**	
	Organization:	
	Title:	
	Cell:	
	Email:	
	Preferred Method of Communication:	
Joint Information Center (JIC) Contract	**Name:**	
	JIC Position:	
	Cell:	
	Email:	
	Preferred Method of Communication:	

CONTACT	INCIDENT NAME	DATE/TIME FORM COMPLETED
Partner Organization Contacts *(including partners supporting volunteers and donations)*	**Organization:**	
	Name:	
	Title:	
	Cell:	
	Email:	
	Organization:	
	Name:	
	Title:	
	Cell:	
	Email:	
	Organization:	
	Name:	
	Title:	
	Cell:	
	Email:	
	Organization:	
	Name:	
	Title:	
	Cell:	
	Email:	

CONTACT	INCIDENT NAME	DATE/TIME FORM COMPLETED
Contacts that Support Accessible Communications	**Organization:**	
	Services Provided / Agreement:	
	Contact:	
	Emergency #:	
	Email:	
	Organization:	
	Services Provided / Agreement:	
	Contact:	
	Emergency #:	
	Email:	
	Organization:	
	Services Provided / Agreement:	
	Contact:	
	Emergency #:	
	Email:	
	Organization:	
	Services Provided / Agreement:	
	Contact:	
	Emergency #:	
	Email:	

CONTACT	INCIDENT NAME	DATE/TIME FORM COMPLETED
Animal Shelter Location(s)	Date/Time Established:	
	Address:	
	Shelter Manager	
	Name:	
	Cell:	
	Email:	
	Animal Services Director	
	Name:	
	Cell:	
	Email:	
	Capacity:	
	Types / Species of Animals Accommodated:	
	Veterinarian	
	Name:	
	Affiliation:	
	Cell:	
	Email:	

Quick Reference Accessible Communications Checklist for Disaster Shelters

At the shelter you will be interacting with many different people. Some of them may require additional assistance to receive or provide information.

	Accessible Communications Checklist	
✓	**ACTIONS**	**NOTES**
☐	Check that signage has been appropriately hung for interior areas: o Registration/Information o Sleeping o Food o Communications charging stations o Medical and Behavioral Health o Security o Quiet Room o Message/Bulletin Boards o Children's Play Area o Breastfeeding Room o Bathrooms/Showers o Transportation o Animal Sheltering/Feeding & Exercise Area o _____ o _____	
☐	Signage should be displayed in multiple languages and include a clear, intuitive graphic depiction of the room or function, whenever possible.	
☐	The registration desk should be equipped with the following supplies to aid communications [update this list based on local capabilities]: ○ Pens, pencils, paper ○ Graphic Communications Card ○ Language Identification Card ○ Registration materials in alternate formats/languages ○ TeleTYpewriter (TTY) system ○ Hearing Loop system ○ Video Relay Service available ○ Computer with screen reader available ○ American Sign Language (ASL) Interpreter	

	○ Language Interpreter(s) ○ _____ ○ _____	

Examples of Frequently Asked Questions about Shelters

These are questions the public and media often ask the Shelter Public Information Officer (PIO) or other shelter staff. There are common responses to questions under selected questions. Be sure to review actual answers to these questions with the Joint Information Center (JIC) and Shelter Manager before talking with reporters or the public. Responses must reflect local processes and policies. When answering most of these questions, try to come up with three talking points for each response, rather than giving a yes or no.

1. Where is the shelter located?
   - The shelter is located at [add location].
   - It was chosen because of its size, location, and amenities, like access to a large area for sleeping, a commercial kitchen, and available bathrooms and showers.

2. Why is the shelter being opened?
   - The shelter was activated when [list reason for activation; for example, "there are mandatory evacuations in place by emergency response organizations"].
   - The shelter is the place people can come to during the emergency when staying in a home is not an option.
   - Emergency response activities, like providing a shelter, are coordinated by multiple agencies, from the local level up to the federal government. This shelter is a reflection of that work: a lot people, organizations, and agencies coming together to support our community during an emergency.

3. How long will the shelter stay open?
   - The length of time the shelter stays open will depend on emergency response efforts and safety of impacted areas.

4. What can people expect when they arrive at the shelter?
   - We want to help people be as comfortable as possible during this stressful time.
   - When people come to the shelter, they will stop first at the registration desk. There are a few forms to fill out which help staff keep track of how to provide assistance to residents, dietary restrictions, any medical needs, or other ways our staff can help meet residents' needs.
   - After residents check in, they will get a tour of the shelter: where to eat, the dormitory area, kids' activities, mental health services, spiritual services, and other services available.

5. Who is in charge of the shelter?
   - There is a team of people who are helping to make this shelter possible.
   - Running a shelter actually begins way before this emergency ever occurred.
   - Local government agencies and organizations have been working for years to make sure a disaster shelter could be available to the local community.
   - The team at the shelter comes from a variety of organizations.

- Some staff are donating their time to work at the shelter.
- The staff includes a shelter manager, registration, kitchen staff, dormitory, staffing, logistics, communications, health and mental support.

6. Who can come to the shelter? (For example, can anyone come to the shelter site from any part of the jurisdiction or are there assignments by zip codes?)
   - The shelter is open for those affected by this emergency, including people who had to evacuate their homes or who have lost their homes.
   - Anyone is welcome at the shelter. It is being provided for those affected by this emergency.
   - Our shelter is Americans with Disabilities Act (ADA) accessible and we are serving people with mobility issues and other disabilities.

7. What services or amenities re provided at the shelter (showers, food, sleeping items, etc.)?
   - The shelter helps those affected by the emergency by supporting their basic needs. We provide a place to sleep, take a shower, eat, and stay safe away from the emergency.
   - The shelter has a dormitory area where people sleep: there is a family section, a place for men, women, and for groups.
   - The shelter provides a safe place to sleep.
   - Showers are available.
   - Food is provided according to a set schedule three times a day.
   - The shelter also has a beverage and snack area.
   - Shelter services include [update with list of actual services]:
     - Meals, snacks and water
     - Health services, such as first aid, refilling prescriptions, or replacing lost eyeglasses and other durable medical equipment
     - Emotional support and mental health services
     - Spiritual care
     - Help reconnecting with loved ones
     - Information about disaster-related resources in the community
     - Access to case workers to help you with disaster recovery
     - Childcare
     - Laundry
     - Direct access to services provided by our partners
   - People can also access these services even if they do not need a place to sleep: anyone with a disaster-related need can visit the shelter to be directed to the appropriate resources.

8. What should people bring with them to the shelter?
   - The priority is for people to arrive to the shelter quickly and safely. Staff will do the best they can to make sure residents are comfortable at the shelter and have access to items that meet residents' basic needs.

- When it is safe to do so before arriving at the shelter, people should bring the basics, such as identification, medications, extra contacts, prescription glasses, or similar items needed to maintain their health and well-being. Bring a child's favorite toy or blanket (again if it is safe to do so).
- If it was not safe to collect these items before arriving at the shelter, staff will try to work with residents to find replacements or temporary items whenever possible.
- The shelter provides cots, pillows, blankets, showers, and body wash, shampoo, conditioner. [Edit this list to reflect local plans.]
- Other items and support may be available, depending on the residents' individual needs.

9. What should people NOT bring to the shelter?
   - Weapons, illegal drugs, alcohol, and valuables are not allowed at the shelter.

10. Will the shelter have private space for families?
    - The shelter is set up with a dormitory area where everyone sleeps. The shelter has separate areas for children to play. There is a diaper changing area and breastfeeding area. There is even a spot to clean baby bottles.
    - The shelter has separate areas for families, men, women and other groups.
    - The shelter also has volunteers available for respite when moms and dads need a break.

11. What types of mental health support is available? Are these services available at any shelter site?
    - We have mental health and spiritual services available for shelter residents.
    - We have a space that our team has set aside for people to meditate, pray, chant, or do yoga. It is non-denominational space. It is a space for those who want access to spiritual space at the shelter.
    - There are therapists and spiritual counselors available. When people check in, they can request assistance. We are working with local agencies and partners to ensure people have access to mental and spiritual support during this time.

12. What types of medical support is available? Are these services available at any shelter site?
    - For people who need support with medical or health needs, we [add local procedures/policies; for example, "we try to provide the same level of support residents have in their homes" and list examples].

13. If someone has a medical condition or is on oxygen, can they come to the shelter?
    - Yes, we are working with our local health officials and medical community to help shelter residents with access to medications for those with chronic health conditions, like diabetes.

14. Are translation or interpretation services available?

- We have translators and interpreters onsite, so we are able to communicate with and support people who do not speak English or who use American Sign Language (ASL).

15. Are animals allowed at the shelter?
    - The shelter [does/does not] allow people to bring their pets. [Explain if animals will be co-located in an adjacent shelter, or if animals can co-habit the same site as their owners.]

16. What type of animals are allowed, what documentation is needed, and will people be able to keep their animals with them? If no, where is alternate site or other options for animal care (small and large animals)?
    - If time allows, bring the pet's vaccination records, medications and food to the shelter.
    - Dogs must be kept on a leash or in a cage. Same for cats and birds.
    - Larger animals like horses or other livestock will need to be transported in trailers and/or contained in separate areas with fencing or livestock paneling. Alternate locations may need to be considered for public health and safety reasons. [Add local policies/procedures].

17. What do people need to bring with them to take care of their animals? What if they left without these supplies?
    - If time allows, bring the pet's vaccination records, medications and food to the shelter.
    - Animal shelters provide sleeping areas, food, water, and exercise options. There are designated areas for different species. Basic veterinary care is also available.

18. What if owners had to leave animals behind? How can that be reported to Animal Services for rescue or a welfare check?
    - When they arrive at the shelter, animal owners may provide information about any pets/animals that were left behind for further reunification efforts.

Additional Frequently Asked Questions
19. When will the shelter open?
20. When can people arrive at the shelter?
21. What steps should people take if they need transportation to the shelter site?
22. What happens to the activities that normally occur at the shelter site?
23. What agencies or organizations are involved in providing support at the shelter?
24. What are the differences between different shelter locations?
25. Will shelters check an individual's identification?
26. Are shelters services available to undocumented individuals?
27. Will undocumented individuals be reported to immigration officials?
28. Can immigration officials obtain access to shelter registration or intake forms?
29. Is childcare available?

30. How many people are at this shelter currently? What is the site's capacity?
31. What happens to individuals arriving at the location if the shelter is full?
32. How can people determine whether a friend or family member is a shelter resident?
33. How can people stay connected with friends and family who are not at the shelter?
34. What are options for animals if there is no home or location for them to return to?
35. Is the shelter safe? What types of security measures are in place?
36. Are sex offenders allowed in the shelter?
37. Who pays for the support provided at the shelter?
38. How do people send donated items or donate money to the shelter?
39. What donated items does the shelter site need? What items are not allowed?
40. Can people volunteer at the shelter? What steps do volunteers take?
41. What agency or organization is in charge of accepting and delivering shelter donations?
42. What will happen to shelter residents who cannot return to a home once the shelter is closed?

Shelter Resident Communication Activities

Shelter residents will have their own unique information needs. People will want to know what is happening at the shelter, as well as what is going on with the disaster. They will want constant updates. Regular communication conveys a sense of routine and a transparency that will comfort residents.

General Checklist on Managing Internal Communication Activities with Shelter Residents

- ☐ Interact regularly with shelter residents to answer questions, dispel rumors, and restate shelter rules/policies.
- ☐ Conduct daily briefings with residents to ensure that there is a timely and accurate flow of information. Use this briefing to inform residents of activities within the shelter and the overall disaster.
- ☐ Provide shelter residents with access to local news via a television, radio and newspaper. Turn on the captioning features on televisions.
- ☐ Provide information on recovery services from government agencies, American Red Cross, and local community-based or faith-based relief and assistance programs.
- ☐ Ensure that translators and interpreters are available to support information sharing at daily meetings and to provide updates as needed.
- ☐ Maintain bulletin/message boards as a means for disseminating information to the shelter population. Update postings throughout the day.

Managing Media at Disaster Shelters

Shelter Public Information Officers (PIOs) may serve as the initial point of contact for media arriving at the shelter location. Depending on a reporter's request, the Shelter PIO may:
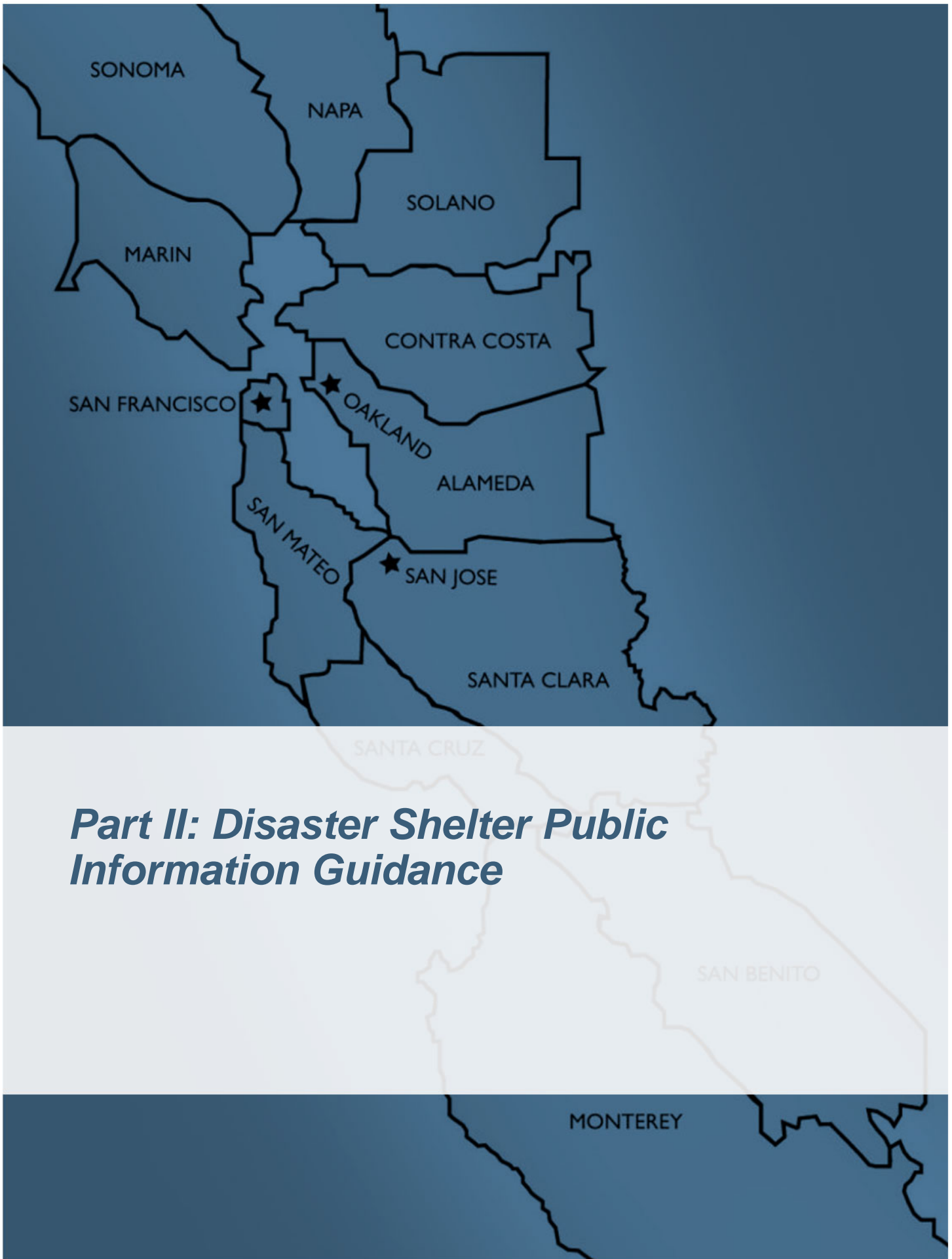
1. *Respond to their inquiry if designated by the Joint Information Center (JIC) or Emergency Operations Center (EOC) to respond to inquiries related to the scope of operations at the shelter site, or*
2. *Coordinate the response with the JIC/EOC, as directed and for all media inquiries that are beyond the scope of operations at the shelter site.*

In either case, it is critical to manage the media at the shelter site in order to maintain the privacy of the shelter residents.

General Tips on Managing the Media

- Speak with registration desk staff and confirm that they know how to contact you as soon as media arrive at the shelter.
- Post signage requiring all media to check in through the registration desk. The registration desk should collect reporters' full contact information, including name, title, phone number, email address, news organization, and physical address.
- Ensure media have the proper credentials.
- Notify the Shelter Manager when media arrive.
- A shelter staff member must accompany media if allowed entry into the shelter. In general, media should never be allowed into the shelter unless accompanied by a shelter manager designated shelter worker.
- If shelter policies allow the media to enter the shelter, ensure that the media follows these rules:
  - Do not bypass the registration area.
  - Display proper media identification at all times.
  - Request permission from individual shelter residents in writing to interview residents.
  - Do not conduct interviews in the dormitory during quiet hours.
  - Do not take close-up photos or videos of people without obtaining written permission.
- If possible, identify one or two residents willing to talk about their experience versus having the media randomly interview people in the shelter.
- Allocate a private area for media interviews away from other residents in the shelter population.
- Prior to the media's arrival, develop a list of suggested positive stories about operations at the shelter site and provide suggestions to onsite media. Discuss this list with the JIC.
- Make sure shelter staff know to direct all media inquiries (including phone calls and emails) to the Shelter PIO.
- Comply with policies on video and photo taking of animal care areas.

SONOMA

NAPA

SOLANO

MARIN

CONTRA COSTA

SAN FRANCISCO

OAKLAND

ALAMEDA

SAN MATEO

SAN JOSE

SANTA CLARA

SANTA CRUZ

Part II: Disaster Shelter Public Information Guidance

SAN BENITO

MONTEREY

An Overview of Public Information Coordination with Disaster Shelters

"Timely, accurate, accessible, and consistent public information is contingent on the ability of jurisdictions to coordinate information, resources, and messaging about an emergency. Coordinating public information and sending clear, de-conflicted messages to the public can save lives."
-- Bay Area Joint Information System Framework

Shelter staff with public information responsibilities coordinate on multiple levels across a mix of staff, agencies, partner organizations, media, and public. This section describes the type of coordination necessary for Shelter Public Information Officers (PIOs) to obtain and communicate accurate, accessible, and consistent public information.

Emergency Operations Center (EOC) and/or Joint Information Center (JIC) Staff

The EOC, or JIC (if activated), is responsible for establishing the overall public information and warning objectives and strategies for the incident. These objectives are often written in an Emergency or Incident Action Plan, depending on local processes.

The EOC/JIC role in an emergency includes (but is not limited to):
- Developing core messages for all public information staff supporting incident response and recovery, including Shelter PIOs
- Designating spokespersons with the authority to speak to the public and media about the incident
- Disseminating warning messages to the public, media, and public information staff about the incident (including recommendations for the public to take protective actions, such as evacuate an area)
- Monitoring media and social media for trending topics, rumors, and misinformation, which may mention the shelter site
- Developing and implementing strategies to dispel misinformation and rumors, including rumors about specific shelter sites
- Coordinating public information activities across a wide array of agencies, organizations, and disciplines
- Organizing community outreach activities across the jurisdiction, which may involve outreach activities at or in the neighborhood of the shelter
- Disseminating information to all residents and visitors in a jurisdiction, which may include information on shelter locations, services, what to bring, etc.

Shelter PIOs coordinate with the PIO(s) in the EOC or JIC staff to report on public information activities at the shelter site, receive core messaging, and maintain awareness about public information activities occurring across the jurisdiction or region (including at other shelter sites).

[Local jurisdictions should consider including an organizational chart that shows the link from the JIC/EOC to the shelter sites.]

Bay Area Joint Information System (JIS)

The Bay Area Joint Information System (JIS) is a network of individuals with emergency public information and warning responsibilities from multiple agencies, disciplines, and jurisdictions throughout the Bay Area. JIS members help each other in multiple ways, whether de-conflicting messages across jurisdictions, sharing the results of information analysis, amplifying rumor control efforts, or providing mutual aid and shared resources to support local emergency public information activities. The county (also called Operational Area in California) JIC designates a JIS Liaison to coordinate directly with other members of the JIS in an emergency. Shelter PIOs may hear mention of the Bay Area JIS during the emergency, although most likely will not interact directly with the regional public information network.

Partner Organizations

Each shelter site will include a unique mix of government, non-profit, and business agency and organization partners. Many of these partners will have a designated PIO or similar staff (e.g., a Communications Director) responsible for public information functions on behalf of their organizations. Public information partners may include:

- Facility owner (e.g., local department, arena manager, school district, faith-based organization, etc.)
- American Red Cross, Salvation Army, and/or other non-governmental organizations (NGOs)
- Other animal NGOs, such as species-specific rescue groups, cattlemen's associations, horse councils, 4-H, and animal sanctuaries
- Local hospital, clinic, and/or other healthcare providers
- Service providers for individuals with access and functional needs (refer to the California Access and Functional Needs Map[1] for a map of local providers)
- California Veterinary Medical Reserve Corps (CAVMRC)
- State and local veterinary associations (including the California Veterinary Medical Association)
- Local veterinary schools, hospitals, clinics and mobile veterinary services

Coordination should include regular communications with partners on communications and all public information messaging and activities. PIOs should work together as much as possible to coordinate media requests, de-conflict messages, and dispel rumors and misinformation.

Memoranda of Understanding (MOUs) or similar agreements between agencies and organizations may have language related to how PIOs will work together when the shelter is activated.

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[1] http://www.caloes.ca.gov/cal-oes-divisions/access-functional-needs/oafn-web-map

Public Information Applications for Disaster Shelters

The following applications (apps) are commonly used by staff with public information responsibilities at a shelter.

American Red Cross Safe and Well: https://safeandwell.communityos.org/zf/safe/add
> Individuals affected by a disaster can use this page to post "safe and well messages" that loved ones can view. Registering on the Safe and Well website is voluntary. Entries can be updated at any time. Those searching on this site for an individual's information will need to enter the person's name and address or phone number. The search result will show only first name, last name, the date and time of registration, and the messages the person has selected to tell his or her story. Registration information may be provided to other organizations to locate missing persons, help reunite loved ones, or provide other disaster relief services. Because people self-register, the American Red Cross cannot verify the information and is not responsible for any inaccuracies.

California Access and Functional Needs Web Map: https://bit.ly/2LxfCr6
> This map is a comprehensive, statewide resource for access and functional needs (AFN)-related assets and resources. It lists resources (including organizations that provide communications support for individuals with AFN), activated and potential shelter locations, community service providers, hospital/clinic locations, etc. AFN refers to individuals who are/or have:
> - Physical, Developmental or Intellectual Disabilities
> - Chronic Conditions or Injuries
> - Limited English Proficiency
> - Older Adults
> - Children
> - Low Income, Homeless and/or Transportation Disadvantaged (i.e., Dependent on Public Transit)

Federal Emergency Management Agency (FEMA): https://www.ready.gov/shelter
> Search for open shelters by texting SHELTER and a Zip Code to 43362 (4FEMA). Ex: Shelter 01234 (standard rates apply)

Facebook Crisis Response:
https://www.Facebook.com/help/141874516227713/?helpref=hc_fnav
> Facebook provides an opportunity for people to mark themselves as safe during an emergency. The following instructions are from Facebook's website:
>
> How do I mark myself safe or ask if someone else is safe during a disaster?
> When you receive a notification from Facebook asking if you're safe, click I'm safe.
> To ask if someone else is safe during a disaster:
> 1. Go to Crisis Response and select a Crisis page

2. On the Crisis page, you can see a list of your friends who are Marked Safe and a list of your friends who chose Doesn't Apply. You can also search for a friend by using their name, but keep in mind that you can only ask people you're friends with on Facebook if they're safe

3. Click Ask if Safe next to the person's name

Once you ask if a friend is safe, they'll receive a notification and be able to mark themselves safe.

Show Me. https://www.mass.gov/service-details/show-me. Show Me is a suite of tools designed to enhance communication between individuals with communication challenges and public health and emergency management personnel and volunteers during times of emergencies.

The 3 tools in the suite include:
1. Show Me: A Communication Tool for Emergency Shelters, a free paper-based booklet intended to be used within an emergency shelter setting
2. Show Me for Emergencies, a free mobile app for Apple and Android phones and tablets intended to be used within the settings of an emergency shelter, an emergency dispensing site, and shelter-in-place and evacuation situations
3. Show Me for Emergencies: FAC (Family Assistance Center), a free mobile app for Apple and Android phones and tablets intended to be used within the setting of a family assistance center due to a mass casualty or mass fatality incident

Commonly Used Disaster Shelter Terminology

This section contains a list of common terms used at disaster shelters. These terms may be helpful in understanding or explaining shelter operations in plain language.

Access and Functional Needs California Government Code (Section 8593.3) defines access and functional needs (AFN) as individuals who:
- Have developmental, intellectual, or physical disabilities
- Have chronic conditions or injuries
- Have limited English proficiency or are non-English speaking
- Are older adults, children, or pregnant
- Are living in institutional settings
- Are low-income, homeless, and/or transportation disadvantaged
- Are from diverse cultures

Shelter staff help coordinate and provide equipment, supplies, and services required to assist children and adults with disabilities and others with access and functional needs to maintain their independence in the shelter.

Animal Care and Sheltering: Emergency response organizations coordinate and provide rescue, transportation, shelter, reunification, care, and essential needs of animals (including pets and service animals) during response operations to ensure their safety and well-being. Service animals are not pets and may not be separated from the individual with a disability or other access and functional need; service animals should be permitted anywhere the public goes.

Children and Family Areas are specific areas set up for children's play area, diaper changing, breastfeeding, bottle feeding. At some shelters, there are staff to watch children, so moms and dads can take a break.

Dormitory is the sleeping area in the shelter. There are specific areas for families, men, women and other groups.

Emergency Animal Sheltering a temporary shelter than can be onsite at a shelter, co-located or within close proximity for animals and owners. Animal shelter site is a temporary holding location to provide humane and appropriate care for animals until they can be reunited with owners or placed in facilities that accommodate their needs.

Feeding refers to scheduled meals provided by the kitchen staff. The kitchen staff may include a head supervisor, cook, and support staff. Feeding services may include hot or shelf-stable meals, infant formula, baby food, snacks, beverages, and food packages, as well as diverse dietary and culturally appropriate meals (e.g., low sodium, low fat, vegetarian/vegan, halal, kosher). The shelter may designate a snack area for residents to have access to food between designated feeding times.

Function Needs Services (FNSS) enable individuals with access and functional needs to maintain their independence in a general population shelter. Examples of support services include durable medical equipment (DME), consumable medical supplies (CMS), and personal assistance services (PAS).

Functional Service Assessment Team (FAST): The role of the FAST is to conduct functional assessments of individuals with disabilities and others with access and functional needs within shelters. The FAST then facilitates the process of getting essential resources needed for individuals with disabilities and others with access and functional needs. FAST members consist of a group of trained state, county, and community-based organizations personnel who are ready to respond and deploy to disaster areas to work in shelters. (For more information: http://www.cdss.ca.gov/inforesources/Mass-Care-and-Shelter/FAST)

Logistics is the process of requesting additional supplies and resources for the shelter. The requests are made the Shelter Manager to the Emergency Operations Center (EOC). [Update with local processes.]

Lounge, Recreation, Spiritual Area: A quiet area for religious, spiritual, or meditative use. This area is non-denominational.

Health Services include acute health care for minor issues and also public health considerations for the safety, health, and hygiene in the kitchen, bathrooms, and dormitory areas

Mass Care activities involve congregate sheltering, feeding, distribution of emergency supplies, and reunification of children with their parent(s)/legal guardians and adults with their families and caregivers.

Mass Care Sheltering involves providing life-sustaining services in congregate facilities that provide a safe, sanitary, and secure environment for individuals and households displaced by disasters.

Mental Health Services are provided for each shelter resident. This includes access to mental health counselors and therapists.

Registration is where people are greeted when they come to the shelter. Shelter residents will fill out forms and disclose dietary, health restrictions, and provide information on other needs. Shelter staff provide information about the shelter and answer frequently asked questions about the shelter, services, and the disaster.

Reunification Services provides facilitated assistance for minors separated from their parent(s)/legal guardian(s), as well as adults from their families or caregivers, due to disaster.

This function also supports reunification efforts at the local, state, tribal, and/or territorial levels with technical assistance.

Staffing is overseen by the Shelter Manager who ensures that there is enough staff available to operate the shelter.

Volunteer and Donation Management involves the coordination of unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods to support response.

Planning Considerations for Accessible Communications Resources

All agencies and organizations responding to emergency events are responsible for ensuring public information is communicated clearly to individuals with different access and functional needs. This resource includes detailed considerations for ensuring clear and consistent information to all populations affected by the disaster.

In assessing the readiness of a possible disaster shelter site, use this checklist to specifically assess the resources available for accessible communications.

✓	ACTIONS	NOTES
Planning Accessible Communications at the Shelter Site Checklist		
☐	Paper, pens, and pencils are readily available, and/or are included in an onsite emergency kit	
☐	There is onsite access to online services, such as highspeed internet required for video services, TTYs, amplified and/or captioned telephones	
☐	Facility has a general audio public address (PA) system	
☐	Facility is equipped with hearing loop technology [if installed in only certain areas, note locations in emergency plans]	
☐	Facility/shelter provider has Memoranda of Understanding (MOUs), Service Level Agreements, vendor contracts, or similar agreements with translation and interpreter services [check response times for interpreters/translators to ensure that they are reasonable]	
☐	Signage for wayfinding, service provision, accommodations, etc. are available onsite and use multiple languages	
☐	A charging station for communications electronics has been identified (and identifying signage created)	
☐	The facility has been appropriately assessed for accessibility and complies with Americans with Disabilities Act (ADA) requirements	
☐	Potential shelter staff have been trained to provide accessible communications and shelter services to people with disabilities and others with access and functional needs	

☐	Potential trained shelter staff includes spokespersons that can address non-English speakers	
☐	Additional Accommodation Resources Onsite: _____	
☐	_____	
☐	_____	
Digital Platforms		
☐	Ensure public information materials related to the emergency are 508-Compliant	
☐	Government agencies are responsible for ensuring their information and services are accessible to persons with disabilities. The Revised 508 Standards include not just IT tools and systems, but also electronic content such as documents, web pages, presentations, social media content, blogs, and certain emails.	

Support and Auxiliary Aids for Persons with Specific Disabilities

In addition to the digital platforms, all shelter staff need to be informed and trained on how to communicate with individuals with different communications needs. For example, auxiliary aids are devices that promote effective communication for people who have a vision, hearing, or speech impairment. Aids include sign language interpreters, telecommunications devices (TDD), materials in Braille, etc.

People with Visual Disabilities
For people who are blind or have low vision, consider the need to make printed information accessible and to provide a verbal orientation when people with visual disabilities encounter a new environment.

TV News
Work with local Joint Information Center (JIC) staff to advocate that TV news not only post important telephone numbers, but also announce them slowly and repeat them frequently for people who cannot read the screen.

Alternatives for Written Information

The usual options include Braille, large print (18-point or greater font), or audio formats, if persons with visual disabilities request information in alternative formats. Otherwise, an offer to simply read information aloud may be adequate.

Guide Techniques
To guide a person who is blind, let him/her take your arm. The motion of your body will guide them as you walk. Indicate changes in the walking surface or other obstacles. To seat a person who is blind, place their hand on the back of the chair, they will seat themselves.

People who are Deaf or Hearing Impaired
Persons with hearing disabilities will require some basic accommodations to ensure that they have full access to all disaster information and services. For persons who are deaf, sign language is the primary means of communication. People who are hard of hearing typically have functional speech and communicate primarily through speech.

TV Stations
Work with local Joint Information Center (JIC) staff to ensure that local TV stations comply with the FCC rule to broadcast disaster information in open caption format (e.g., with text scrolling at the bottom of the screen).

Hearing Aids
Hearing aids amplify background noise. Shelter environments have a high background noise level. For optimal communication, face a hearing-impaired person directly and get as close as you comfortably can.

ASL Interpreters
A person who is deaf may request an American Sign Language (ASL) interpreter to aid in communication.

Relay Services and Providers
People who are deaf and hard of hearing can choose from many different relay service providers and a wide range of relay services:
- TTY relay services, which can be reached by anyone by dialing 711 from a telephone or TTY[1]
- Voice Carry Over (VCO) for people who are deaf or hard of hearing who communicate by speaking
- Hearing Carry Over (HCO) for people with a speech disability who use a TTY
- Speech-to-Speech (STS) relay service for people with a speech disability who use a telephone
- Non-English language relay services, such as Spanish-to-Spanish
- Captioned Telephone Service (CTS) for people with a special "captioned telephone" that enables them to communicate by speaking, listen to what

they can hear, and read what the other person is saying through captions displayed on the "captioned telephone"

- Video Relay Service (VRS), an internet-based system for people with video conferencing equipment or videophones who communicate in ASL
- Internet Protocol Relay (IP Relay) service, an internet-based system for people with a computer or other web-enabled device who communicate using text
- Internet Protocol Captioned Telephone Service (IP CTS), an internet-based system that enables people to communicate by speaking and listening to what they can hear over a telephone, and read what the other person is saying through captions displayed on a computer or other web-enabled device

For more information about these forms of relay services, see the FCC factsheet at http://www.fcc.gov/cgb/consumerfacts/trs.html.

Relay services are provided at no cost (free) to all relay service users. State relay service programs provide and pay for some relay services, such as relay services used on in-state calls made through TTY, CTS and STS. The FCC oversees the Interstate Telecommunications Relay Fund which pays for other relay services, such as relay services used on interstate calls made through TTY, CTS and STS, as well as on all calls made through IP Relay, VRS, and IP CTS.

Limited English Proficiency
In order to ensure that all residents have access to preparedness and safety information, consideration for these populations needs to be taken during all phases of an emergency event. Materials or links to materials that have been pre-translated should be provided where available. Identification and translation of materials will be based on the needs of your jurisdiction.

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled language assistance with respect to a particular type or service, benefit, or encounter.

People with Developmental or Cognitive Disabilities
Persons with developmental or cognitive disabilities may, for example, have cerebral palsy, epilepsy, a neurological impairment, autism, or a traumatic brain injury. Older persons with Alzheimer's or dementia are also persons with cognitive disabilities.

In general, persons with developmental or cognitive disabilities have difficulty learning, remembering, reasoning, or responding quickly. They may have trouble processing information unless it is presented simply and slowly.

Comprehension

Some persons with developmental or cognitive disabilities may not fully comprehend the emergency or could become confused about the proper way to react. Present information slowly; use simple language and speak with short sentences.

Repeat Back

Have the person repeat back what you said as a check to see if you are being understood. Be patient – it may take the individual longer to process his or her thoughts before verbalizing them.

Guidance for Supporting VIP Visits to Shelters

Shelters often attract VIPs, including elected officials and celebrities. The Shelter Manager and EOC typically organize VIP visits. The Shelter Manager or JIC/EOC may ask the Shelter PIO to provide support.

VIP Visit Considerations
- A shelter staff member must accompany VIPs for the entire visit, if allowed entry into the shelter
- In general, non-shelter residents, including VIPs, should never be allowed into the shelter unless accompanied by a shelter manager designated shelter worker
- Be committed to maintaining the privacy of shelter residents
- Be familiar with restricted areas and emergency protocols
- Ask questions to understand the purpose or intent of the VIP's visit (e.g., site tour, volunteer opportunity, etc.)
- Ask how many guests will accompany the VIP and whether guests include media
- Work with shelter staff to coordinate the timing of the visit with the shelter schedule
- Consider designating a photographer (resources may be requested from the JIC/EOC)
- Ask whether the VIP is okay with media or public promotion of the visit (before/after)
- Coordinate with the Shelter Manager to notify volunteers and staff of the visit and notify residents if appropriate
- Coordinate messages about the disaster, including rumors or misinformation, with the JIC/EOC

Part III: Disaster Shelter Messaging Templates

Sample Messaging Templates

This section includes sample media announcements and social media messages for the following topics:

- *Opening the Shelter (Video Transcript)*
- *Opening the Shelter (Media Announcement)*
- *How to find out if your loved one is at the shelter (Media Announcement)*
- *Clarifying Process for Shelter Donations (Media Announcement)*
- *Rumor Correction regarding Shelter (Media Announcement)*
- *Announcing that shelter will be closing (Media Announcement)*
- *Announcing that shelter is closed (Media Announcement)*
- *Monetary Donations (Media Announcement)*
- *Monetary Donations [Public Service Announcement (PSA)]*

Local Joint Information Center (JIC) staff and Shelter Public Information Officers (PIOs) should work together to customize these templates based on specifics and needs of the incident. Core messages may be adapted for press releases and website updates.

Opening the Shelter (Video Transcript)

This is a transcript template for a 30-second (approximately 90 words) video announcing the opening of a disaster shelter. The spokesperson may be filmed speaking for the entire video or if graphics support is available, suggested images may include:
- IMAGE 1: Spokesperson video or image with name and title
- IMAGE 2: Visual of shelter with physical address listed
- IMAGE 3: List of items to bring, indicate if animals are allowed or not
- IMAGE 4: Spokesperson and media contact info

TRANSCRIPT:
Hello, I'm [insert your name, title, and agency]. [Optional: insert details on the effect of the emergency on the community, e.g. "Wildfires are continuing to threaten the neighborhoods around ABC City"]. Due to [insert emergency], the [name of jurisdiction] [is opening/opened] a [name of shelter] on [insert time and date].

The shelter is serving people [be specific about who the shelter is serving, e.g., the general population, individuals within in a specific zip code, people under mandatory evacuation, etc.].

[Advise only if it safe to do so] If you are coming to the shelter, we encourage you to bring personal items you or your family members may need during your stay, like medications, glasses or contacts, toiletries, or your child's stuffed animal.

Weapons, illegal drugs, alcohol, and valuables are not allowed. [Update to include other items not allowed.]

Animals [are/are not] allowed. [Update with instructions and/or shelter locations for small/large animals.] [Advise only if it safe to do so] animals need the following items: [update based on supplies available at the shelter]. Service animals are allowed anywhere in the shelter.

Our staff will do the best we can to make sure people are comfortable at the shelter during this stressful time.

For more information, visit [provide website and/or public inquiry number, e.g., 311 or 211].

ADDITIONAL IDEA FOR SHELTER-RELATED VIDEO:
- Spokesperson gives a "tour" of the shelter, including registration desk, feeding area, etc. Interview staff or ask them to say hello. Be sure to obtain written permission from shelter residents before filming or interviewing them. Do not film sensitive areas or the dormitory during quiet hours. Especially if reporters are not allowed in the shelter, tag local media outlets when posting to social media to provide video/images for their stories.

Opening the Shelter (Media Announcement)

This is a sample media announcement about the activation of the disaster shelter.

Post Date: [Insert date]

[Incident/Event Name] Advisory [#]: Disaster shelter to open for [insert emergency]

[Insert name of jurisdiction] will open a disaster shelter at [insert location name and address] [insert time] on [insert date].

[If multiple sites activated, list multiple locations and internet sources with the full list of locations.]

What to bring to the shelter: Those who plan to use disaster shelters should take any necessary medications, toiletries, and anything else they need to be comfortable.

What NOT to bring: Do not bring weapons, alcohol, illegal drugs, or valuables. [Update with additional items, if applicable.]

Pets can come too!
This is a pet friendly shelter for vaccinated and leashed or caged dogs, cats, and birds only. Pet owners are asked to bring their vaccination records, the appropriate size kennel for their animals, food and water for a minimum of three days, bowls, and supplies including waste bags and litter. When taking pets outside, they must remain leashed, and pet owners are responsible for picking up pet waste. There must be a family member or caretaker of the pet present in the shelter always.

[Include instructions for large animals and other animal species, or a hotline to request information.]

Getting to the shelter via public transit information: To facilitate transportation to and from the [jurisdiction's] disaster shelters, fares will be waived beginning [insert date] until the disaster shelters close. Buses with routes close to open shelters may deviate to take residents who need a ride to the shelter.

Media inquiries should be directed to Public Information Officer [insert name] at [insert mobile or email or JIC hotline or news desk]. [Include website address, Facebook link, Twitter handle].

- Amplify messages across digital platforms:
  - Facebook Message 1:
    - [Jurisdiction] is opening [name] shelter will be opening in [#] hrs at [address]. Bring any necessary medications, toiletries, and anything else

you need to be comfortable. Continue to get updates at [insert Facebook, Twitter handle, website address]
- ■ [Add image of shelter location or map]
- ■ [Add link to full media announcement]

- ○ Facebook Message 2

  - ■ Pets are allowed at [name] shelter. Pet owners are asked to bring their vaccination records, the appropriate size kennel for their animals, food and water for a minimum of three days, bowls, and supplies including waste bags and litter.
  - ■ Continue to get updates at [insert Facebook, Twitter handle, website address]
  - ■ [Add link to full media announcement]

- ○ Facebook Message 3
  - ■ *Did you need a ride to an emergency shelter?* Fares will be waived beginning [insert date] until the emergency shelters close. Buses with routes close to open shelters may deviate to take residents who need a ride to the shelter.
  - ■ *Get transit updates at* [Add relevant public transit information and website]

- ○ Facebook Message 4
  - ■ Upload PSA about opening shelters to Facebook page

- ○ Twitter Messages [insert disaster name for hashtag; insert appropriate hashtags]
  - ■ [Jurisdiction] is opening [name] shelter will be opening in [#] hrs at [address] #EmergencyShelter #DISASTERNAME
  - ■ [Name] shelter is at capacity. If you need sheltering, go to the [name] shelter at [address] #EmergencyShelter #DISASTERNAME
  - ■ Emergency shelters open in [jurisdiction]. For locations, visit [bitly URL] #EmergencyShelter #DISASTERNAME
  - ■ Who should go to the shelter? People who can care for themselves or bring a caregiver. Call [211/311] if you're unsure. #EmergencyShelter #DISASTERNAME
  - ■ NEVER bring to a shelter: weapons, alcohol, illegal drugs, valuables. #EmergencyShelter #DISASTERNAME
  - ■ If safe, items to bring to a shelter: prescriptions & medications, special food, clothing, personal care items, child's favorite toy. #EmergencyShelter #DISASTERNAME

- ● Mention/Tag Partner Organizations

  - ○ Identify partner organizations, stakeholders, and individuals who can help amplify the message across digital platforms. Include their handles in Facebook and Twitter messages.

How to find out if your loved one is at the shelter (Media Announcement)

This is a sample media announcement about reunification and located loved ones at the shelter.

Post Date: [insert date]

[Incident/Event Name] Advisory [#]: How to find out if your loved one is at the shelter [insert emergency information]

[Insert name of jurisdiction] opened disaster shelter at [insert location name and address] [insert time] on [insert date].

To find out if your family or friends are at this shelter, search the American Red Cross Safe and Well site [**https://safeandwell.communityos.org/zf/safe/add].**

- Enter your family or family member's name and address or phone number
- Search result will show only first name, last name, the date and time of registration, and the messages the person has selected to tell his or her story

Continue to check back if your family member or friend is not listed. Registering is voluntary and is not verified by the American Red Cross or the disaster shelter.

Media inquiries should be directed to Public Information Officer [insert name] at [insert mobile or email or JIC hotline or news desk]. [Include website address, Facebook link, Twitter handle].

- Amplify messages across digital platforms:
    - Facebook Message 1
        - To find out if your family or friends are at this shelter, search the American Red Cross Safe and Well site [**https://safeandwell.communityos.org/zf/safe/add].**
            - Enter your family or family member's name and address or phone number
            - Search results will show only first name, last name, the date and time of registration, and the messages the person has selected to tell his or her story

    - Twitter Messages [insert disaster name for hashtag; insert appropriate hashtags]
        - To find out if your family or friends are at this shelter, search the American Red Cross Safe and Well site [**https://safeandwell.communityos.org/zf/safe/add].** #EmergencyShelter #DISASTERNAME

■ Looking for a loved one? Search Safe and Well. [**https://safeandwell.communityos.org/zf/safe/add].** #EmergencyShelter #DISASTERNAME

● Mention/Tag Partner Organizations

○ Identify partner organizations, stakeholders, and individuals who can help amplify the message across digital platforms. Include their handles in Facebook and Twitter messages.

Clarifying Process for Shelter Donations (Media Announcement)

This is a sample media announcement clarifying the process for receiving physical donations at a shelter. Be sure to update this template to reflect local donations management processes and plans.

Post Date: [insert date]

[Incident/Event Name] Advisory [#]: How to support the disaster shelter [insert emergency information]

[Insert name of jurisdiction] activated its disaster shelter at [insert time] on [insert date] due to [insert reason for activation].

[Insert name of organization] is coordinating donations for the shelter. All donations are to be sent to [insert address].

Items needed:
[insert list of items needed]

If you want to volunteer at the disaster shelter, please contact [insert organization coordinating disaster volunteers].

Media inquiries should be directed to Public Information Officer [insert name] at [insert mobile or email].

- Amplify across digital platforms:

    - Facebook Message 1
      Want to support your local emergency shelter? Donating money is the best option. Here's how. [Insert name of organization] is coordinating monetary donations to support services at local shelters: [insert URL to donate]
      [Add photo]

    - Facebook Message 2
      Want to support your local emergency shelter? Here's how. [Insert name of organization] is coordinating donations for the shelter. Drop off your donations at [insert address]. [List items needed if appropriate].
      [Add photo]

    - Facebook Message 3

Want to volunteer at the emergency shelter? [Insert name of organization] is coordinating disaster volunteers. Contact them [insert relevant contact information].

- ○ Twitter [insert disaster name for hashtag; insert appropriate hashtags]
    - ■ Want to support emergency shelter services? Donate at [insert URL] #EmergencyShelter #DISASTERNAME
    - ■ Want to donate to the emergency shelter? Drop off your donations at [insert address]. #EmergencyShelter #DISASTERNAME
    - ■ Want to volunteer? Contact [insert name of agency coordinating disaster volunteers]. #EmergencyShelter #DISASTERNAME

- ● Mention/Tag Partner Organizations

    - ○ Identify partner organizations, stakeholders, and individuals who can help amplify the message across digital platforms. Include their handles in Facebook and Twitter messages.

Rumor Correction Regarding Shelters (Media Announcement)

This is a template to use for a media announcement regarding rumors relating to the shelter. Coordinate event specific information with the Lead PIO and JIC.

Post Date: [Insert date]

[Headline addressing rumors]

[Body of the Message: In this particular type of media release, the responding agency needs to determine how it would respond to rumors emerging in social media. Not responding quick enough can damper credibility and hinder support for the emergency response operations.]

[Be clear, direct and clarify the rumor. Provide the correct information across multiple media platforms.]

Media inquiries should be directed to Public Information Officer [insert name] at [insert mobile or email].

- Amplify messages across digital platforms:

    ○ Facebook and Twitter
    Note: Pull specific information from the media release above; include an image or video; include where people can get additional information [call 211 or visit this website; follow Facebook, Twitter]

- Mention/Tag Partner Organizations:

    ○ Identify partner organizations, stakeholders, and individuals who can help amplify the message across digital platforms. Include their handles in Facebook and Twitter messages.

Announcing that the Shelter will be Closing (Media Announcement)

This is a template for a sample media announcement alerting people the shelter will be closing at a specific time in the future. Coordinate shelter and event specific information with the Shelter Manager, the jurisdiction's Lead PIO, and local JIC staff.

Post Date: [insert date]

Disaster shelter to close [insert relevant information]

[Insert name of jurisdiction] will close the disaster shelter at [insert time] on [insert date]. The disaster shelter was opened for [community members] during [insert name of emergency]. [Add relevant facts and figures here; e.g., how many people served, how many donations received, etc.]

[Add information about animal shelters. Make sure messages are consistent with local processes and policies. For example: messages may assure animal owners that they have options to take animals with them, inquire about foster/temporary care, or surrender animals.]

[Add information on upcoming community meetings, or other relevant recovery information, such as how to obtain vouchers, where to fill out insurance forms, disaster assistance center locations, etc. Include information on other open shelters if only selected sites are closing.]

NOTE: One communication strategy towards the closing of the shelter could be to highlight hero stories from the shelter; these stories could be shared on social media; giving people insight into what is going on and build support for the response. This approach can also help refute rumors of violence, misallocation of resources, and support organizational credibility.

Media inquiries should be directed to Public Information Officer [insert name] at [insert mobile or email].

- Amplify messages across digital platforms:

    - Facebook Message 1
        - [Jurisdiction] is closing [name] shelter on [insert date]. [Add relevant closing information here].
        - [Add photo]

    - Facebook Message 2
        - [Include information about animal shelter closings and options for owners]
        - [Add photo]

    - Twitter [insert disaster name for hashtag; insert appropriate hashtags]

- ■ [Name] shelter is closing [insert date] #EmergencyShelter #DISASTERNAME
- ■ For disaster recovery services contact [insert organizations providing recovery relief services] #EmergencyShelter #DISASTERNAME

- Mention/Tag Partner Organizations

  - Identify partner organizations, stakeholders, and individuals who can help amplify the message across digital platforms. Include their handles in Facebook and Twitter messages.

Announcing that Shelter is Closed (Media Announcement)

This is a template for a sample media announcement alerting people the shelter has officially closed. Coordinate shelter and event specific information with the Shelter Manager, jurisdiction's Lead PIO, and local JIC.

Post Date: [Insert date]

Disaster Shelter Closed

[Insert name of jurisdiction] closed the disaster shelter at [insert time] on [insert date]. The disaster shelter was opened for [community members] during [insert name of emergency]. [Add relevant facts and figures here; e.g., how many people served, how many donations received, etc.]

[Add information about animal shelters. Make sure messages are consistent with local processes and policies. For example: messages may assure animal owners that they have options to take animals with them, inquire about foster/temporary care, or surrender animals.]

[Add information on upcoming community meetings, or other relevant recovery information, such as how to obtain vouchers, where to fill out insurance forms, disaster assistance center locations, etc.]

Media inquiries should be directed to Public Information Officer [insert name] at [insert mobile or email].

- Sample social media messages:
  - Facebook Message 1
    - [Jurisdiction] has closed [name] shelter on [insert date]. [Add relevant closing information here].
    - [Add photo]

  - Facebook Message 2
    - [Include information about animal shelter closings and options for owners]
    - [Add photo]

  - Twitter [insert disaster name for hashtag; insert appropriate hashtags]
    - [Name] shelter closed on [insert date] #EmergencyShelter #DISASTERNAME
    - For disaster recovery services contact [insert organizations providing recovery relief services] #EmergencyShelter #DISASTERNAME

- Mention/Tag Partner Organizations

○ Identify partner organizations, stakeholders, and individuals who can help amplify the message across digital platforms. Include their handles in Facebook and Twitter messages.

Monetary Donations (Media Announcement)

This is a sample media announcement asking for monetary donations. Coordinate with JIC for event specific information.

Post Date: [Insert Date]

Monetary Donations Needed for [name of event]

[Jurisdiction, CA] –The best way to help residents affected by the [name of event] is by making a donation to legitimate nonprofit organizations. Overwhelmingly, nonprofits prefer monetary donations to in-kind donations. Monetary donations enable disaster response, relief, and recovery organizations to give help where it is most needed, quickly and efficiently. Donations can be made directly to any local disaster relief organization or a local fund.

Those who are not sure where to donate their money may contact [Name of organization] at [URL for monetary donations clearinghouse goes here] or [insert names and URLs of organizations such as grantmakers and direct service providers, or other organizations accepting financial donations], to find out more about needs in [insert names of affected counties] and the range of organizations that are responding.

IF APPROPRIATE:

According to [spokesperson title and organization], "At this time, there is no need for donated food, clothing, or other goods for the disaster. Those willing to donate such items for non-disaster purposes should contact local organizations or call [phone number such as 211] for more information."

# # #

- Sample social media messages:
    - Facebook Message 1
        - Want to support disaster relief services? Donate cash. Here's how. [Insert information].
        - [Add photo]

    - Twitter [insert disaster name for hashtag; insert appropriate hashtags]
        - Want to support disaster relief services? Donate cash. Here's how. [Insert information]. #EmergencyShelter #DISASTERNAME

- Mention/Tag Partner Organizations

    - Identify partner organizations, stakeholders, and individuals who can help amplify the message across digital platforms. Include their handles in Facebook and Twitter messages.

Monetary Donations [Public Service Announcement (PSA)]

The following PSA template is a voice-over script to inform the public on how to donate.

For Use: IMMEDIATE

Time: Estimated at 45 seconds

Agency: [Name]

Title: Monetary Donations Needed for [Name of Event]

Wondering how you can help with the response to the [Name of Event]? The best way to help people affected by the disaster is by making a donation to a private nonprofit organization [or insert other instructions here]. Overwhelmingly, nonprofits prefer monetary donations to in-kind donations. If you're not sure where to direct your donation, contact the following organizations:

- CaliforniaVolunteers [URL for monetary donations clearinghouse goes here]
- [Using bullet point format, insert names and URLs of organizations such as grantmakers, direct service providers, or other organizations accepting financial donations]

There, you'll learn more about the needs in [insert affected county names], which relief organizations are helping, and where your dollars can make the greatest difference. You may also call [211 or 311] for lists of organizations assisting and accepting monetary donations for this disaster.

# # #

Blank Message Worksheet

Public information staff can use this blank space to record new/old messaging related to disaster shelters.

Shelter Resident Handout

This handout outlines general expectations and answers common questions of shelter residents. Customize the handout on the following pages using local policies and procedures. In addition to its English version, it has been translated into Spanish and Chinese.

Shelter Resident Handout

We hope your stay here will be as pleasant as possible, considering the circumstances. 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 the shelter. We do not discriminate based on nationality, race, religious beliefs, class, disability, political opinions, sexual orientation, or gender identity.

Service Animals
Service animals are welcome in 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 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!

Folleto para residentes del refugio

Esperamos que su estadía aquí sea lo más placentera posible, considerando las circunstancias. Tómese algunos minutos para leer la información importante que se presenta a continuación. Cuando haya información adicional disponible, se lo informaremos tan pronto como sea posible. Si tiene alguna pregunta o inquietud, comuníquese con un empleado del refugio.

Todos son bienvenidos
Todos son bienvenidos en el refugio. No discriminamos con base en nacionalidad, raza, creencias religiosas, clase, discapacidad, opiniones políticas, orientación sexual o identidad de género.

Animales de servicio
Los animales de servicio son bienvenidos en los refugios. Los animales de servicio están entrenados para trabajar o hacer tareas para personas con necesidades de acceso y funcionales, lo cual incluye a las personas con discapacidades. Los animales de servicio y asistencia no son mascotas. Hable con un empleado del refugio si su animal de servicio necesita comida o suministros.

Mascotas
Entendemos que sus mascotas son muy importantes para usted. Sin embargo, para mantener un ambiente seguro y saludable para todos los residentes, no se permiten mascotas en este refugio. Haga los arreglos necesarios para su mascota antes de entrar al refugio y hable con un empleado del refugio si necesita ayuda para encontrar un refugio para su mascota.

Necesidades específicas
Tan pronto como le sea posible, informe a un empleado del refugio si usted tiene alguna necesidad o solicitud específica de equipo, suministros, comida o requerimientos culturales o religiosos. Haremos todo lo posible para satisfacer sus necesidades.

Reunificación con la familia y amigos
Informe a su familia y a sus amigos que usted está bien y que está a salvo. Para ello, regístrese en www.redcross.org/safeandwell. También puede volver a registrarse cuando deja el refugio para informar a su familia y amigos que va a continuar con su vida en otro lugar. Hable con un empleado del refugio si necesita ayuda.

Alimentos
Hay bocadillos y refrescos disponibles en el área de alimentos durante todo el día. Las comidas se sirven en el área del comedor en los horarios publicados en el programa. Si tiene necesidades dietéticas específicas, infórmeselo a un empleado del refugio lo antes posible.

Para evitar derrames o la atracción de insectos, mantenga todos los alimentos y bebidas fuera del área donde se duerme. Las botellas de agua y los biberones están permitidos.

Problemas médicos y lesiones

Informe a un empleado del refugio si usted o un miembro de su familia están tomando medicamentos o tienen una afección médica con la que necesita asistencia, o si no se siente bien. Informe a un empleado del refugio si observa que alguien necesita atención médica. Los trabajadores de Servicios de Salud están disponibles para ayudar a todos en el refugio.

Apoyo emocional

Permanecer en un refugio después de un desastre puede ser estresante. Si usted, sus hijos o cualquier otro miembro de su familia sienten estrés, ansiedad o necesitan hablar con alguien, hay consejeros profesionales disponibles para ayudarlos las 24 horas del día. Pida a un empleado del refugio que lo ponga en contacto con un consejero de salud mental en situaciones de desastres.

Horarios

Se publicará un horario para garantizar que usted esté al tanto de las horas de las comidas, las horas de ducha, las horas de descanso, etc. Pregunte a un empleado del refugio si no está seguro de dónde se publica el horario.

Niños

Los padres son responsables de supervisar a sus hijos mientras estén en el refugio o sus alrededores. No deje solos a los niños. En algunos casos, se pueden proporcionar áreas supervisadas para niños. Pregunte a un trabajador del refugio si este servicio está disponible.

Entrada/salida

Apreciamos que nos informe cada vez que entre o salga del refugio. Esto nos ayuda a mantener un ambiente seguro y protegido en el refugio.

Registro en los dormitorios

Regístrese en el dormitorio si va a dormir en el refugio. Este registro nos permite recopilar la información que necesitamos para ayudarlo. Toda la información de registro es confidencial.

Fotografías

Su privacidad, y la de todos los clientes del refugio, es muy importante para nosotros. Por lo tanto, no permitimos que se tomen fotografías de los clientes del refugio sin el pertinente permiso por escrito, tampoco fotografías con teléfonos celulares o cámaras personales. Si considera que hubo alguna violación a su privacidad, infórmeselo de inmediato a un empleado del refugio.

Tareas domésticas

Gracias por ayudarnos a mantener el refugio lo más limpio posible. Agradecemos que mantenga sus cosas ordenadas y que siga las directrices de cortesía que se publican en los

baños. Informe de inmediato a un empleado del refugio si los baños necesitan limpieza o suministros.

Horarios de descanso
Para garantizar que todos los residentes puedan tener el descanso que necesitan, las horas de descanso estarán vigentes todas las noches en los horarios especificados (generalmente de 10:00 p. m. a 7:00 a. m.). Consulte el horario publicado o pregunte a un empleado del refugio para confirmar estos horarios. Mantenga las áreas donde se duerme lo más tranquilas posible durante el día para los residentes que quieran dormir o descansar.

Sea respetuoso
Sea respetuoso con los otros clientes y los empleados. No se tolerará el comportamiento negativo, lo cual incluye el lenguaje grosero, el comportamiento abusivo, los robos, la destrucción de propiedad y cualquier otro comportamiento que sea perjudicial para los demás.

Pertenencias personales
Desafortunadamente, no podemos asumir responsabilidad por sus pertenencias personales. Le recomendamos que guarde sus pertenencias personales en su automóvil y no las deje a la vista. Si eso no es posible, no descuide sus artículos valiosos.

Fumar
Se permite fumar cualquier tipo de cigarrillos (incluso los cigarrillos electrónicos y otros dispositivos para fumar) fuera del edificio y solo en las áreas designadas para fumar. Por razones de seguridad, solo puede usar fósforos y encendedores fuera del edificio. Deseche correctamente las colillas de cigarrillos y los fósforos. Nota: Las escuelas y algunos edificios públicos no permiten fumar en sus campus. Pregunte a un empleado del refugio dónde está permitido fumar.

Alcohol, drogas ilegales y armas
Para mantener un ambiente seguro y acogedor para todos, no se permite tener bebidas alcohólicas, drogas ilegales y armas (incluyendo armas ocultas) en el refugio o en los terrenos del refugio.

Agradecemos cualquier ayuda que pueda ofrecer mientras se queda en el refugio. Si desea ayudar, hable con un empleado del refugio. ¡Gracias por ayudarnos a cuidar su hogar temporal!

Chinese Translation: Shelter Resident Handout

收容所居民講義

考慮到目前的情況，我們希望您在這裡儘可能住得愉快。請花幾分鐘時間閱讀以下重要資訊。如果未來有其他更詳細的資訊，我們會盡快通知您。如果您有任何疑問或顧慮，請聯絡收容所工作人員。

歡迎所有人
收容所歡迎任何人入住。我們不會因國籍、種族、宗教信仰、階級、殘障、政治觀點、性取向或性別認同而歧視任何人。

服務性動物
收容所歡迎服務性動物。服務性動物經過培訓，可以為具有行動和功能需求的個人（包括殘障人士）工作或執行任務。服務和輔助性動物不是寵物。如果您的服務性動物需要食物或用品，請聯絡收容所工作人員。

寵物
我們知道您的寵物對您非常重要。為了讓所有居民擁有一個安全和健康的環境，寵物不得進入收容所。在進入收容所之前請安排好寵物，如果您需要為您的寵物尋找收容所，請洽詢收容所工作人員。

特殊需求
如果您對設備、用品、食物、文化或宗教有任何特殊需求或請求，請盡快告訴收容所工作人員。我們將盡一切努力滿足您的需求。

與家人和朋友團聚
請在 www.redcross.org/safeandwell 登記，讓您的家人和朋友知道您很安全並過得很好。當您離開收容所時，您也可以重新登記，讓您的家人和朋友知道您已經邁入另一段新生活。如果您需要協助，請洽詢收容所工作人員。

食物
餐飲區全天候供應小吃和點心。餐飲區將在時間表公佈的時間供應餐點。如果您有特殊的飲食需求，請盡快告知收容所工作人員。為避免溢出或吸引蟲子，請將所有食物和飲料放在睡眠區域外。可使用水瓶和嬰兒奶瓶。

醫療問題和受傷
如果您或您的家人正在服用藥物或罹患需要協助的疾病，或您感覺不舒服，請通知收容所工作人員。如果您發現需要就醫的人，請通知收容所工作人員。健康服務部的工作人員可協助收容所的所有居民。

情感支持

經歷災難後入住收容所可能會感到有壓力。如果您、您的孩子或任何其他家庭成員感到壓力、焦慮或需要與某人交談，訓練有素的專業顧問可 24 小時全天候協助您。請要求收容所工作人員為您聯絡災難心理健康顧問。

時間表

我們將會公佈時間表，以確保您了解用餐時間、淋浴時間、休息時間等。如果您不確定時間表的張貼地點，請洽詢收容所工作人員。

孩子

父母有責任在收容所內和周圍監管他們的孩子。不應放任孩子無人看管。在某些情況下，可能會提供兒童監管區。洽詢收容所工作人員是否提供此服務。

進入/離開登記

每當您進入或離開收容所時請登記，我們感謝您的配合。這有助於我們維護安全可靠的收容所環境。

宿舍登記

如果您將在收容所睡覺，請在宿舍登記。登記能讓我們收集必要的資訊以協助您。所有登記資訊都會受到保密。

照片

對我們而言，您的隱私和所有收容所客戶的隱私都非常重要。因此，未經收容所客戶的書面許可，我們不允許拍攝客戶的照片，包括使用行動電話或個人相機拍照。如果您認為您的隱私受到侵犯，請立即通知收容所工作人員。

家務

感謝您盡最大努力協助我們維持收容所清潔。我們感謝您使用後自動自發整理，及遵循休息室所張貼的浴室禮貌指南。如果休息室需要清潔或補充用品，請立即通知收容所工作人員。

休息時間

為確保所有居民都能獲到必要的休息，每晚會指定休息時間（通常是晚上 10 點至次日早上 7 點）。請查看張貼的時間表，或洽詢收容所工作人員以確認這些時間。請在白天盡可能保持睡眠區域的安靜，讓想睡覺或休息的居民能夠睡覺或休息。

尊重

尊重其他客戶和工作人員。我們不會容忍負面行為，包括粗言穢語、辱罵行為、偷竊、破壞財產或其他侵犯他人的行為。

個人物品

很遺憾，我們不能對您的個人物品承擔責任。我們建議您將個人物品鎖在車內並且不要曝露。如果無法做到這一點，請隨身攜帶貴重物品。

吸菸

僅允許在建築物外部的指定吸菸區內吸任何類型的菸草，包括電子香菸和其他吸菸設備。基於安全考慮，火柴和打火機也只能在建築物外使用。請妥善處理菸頭和火柴。注意：學校和一些公共建築不允許在校園內吸菸。請向收容所工作人員洽詢吸菸區地點。

酒精、非法藥物和武器

為了確保每個人都能享有安全和溫馨的環境，收容所內或收容所場地不允許酒精飲料、非法藥物和武器（包括隱藏的武器）。

我們感謝您在入住收容所期間所提供的任何協助。如果您想要提供協助，請告訴收容所工作人員。感謝您協助我們照顧好您的臨時住所！

Translated Shelter Messages

This resource provides additional general statements on shelter operations translated into Spanish and Chinese. Be sure to customize these statements using local policies and procedures.

Animals in Shelters: Cohabitation

Designated "pet friendly" shelters allow owners to share shelter space with their pets. Owners may bring their companion animals with them to these shelter locations. Animals must be kept on a leash or in a cage at all times.

Spanish:

Animales en los refugios: cohabitación

Los refugios designados como "aptos para mascotas" permiten que los propietarios compartan el espacio del refugio con sus mascotas. Los propietarios pueden llevar a sus animales de compañía a estos lugares de refugio. En todo momento, debe mantener sus animales con una correa o en una jaula.

Chinese:

收容所中的動物：同居

指定的「寵物友善」收容所允許飼主與寵物共享收容所空間。飼主可帶著他們的寵物入住這些收容所。必須始終用皮帶束縛或用籠子安置動物。

Animals in Shelters: Types of Animals

Animals allowed to remain with their owners in the shelter include dogs, cats, birds, rabbits, rodents, or turtles that can be caged and are kept at home. Other types of pets, such as reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes will be housed and cared for at a separate animal shelter sites.

Spanish:

Animales en los refugios: tipos de animales

Los animales que pueden permanecer en el refugio con sus propietarios son, entre otros, perros, gatos, aves, conejos, roedores o tortugas que pueden estar enjaulados y que tienen en casa. Otros tipos de mascotas, como reptiles (excepto tortugas), anfibios, peces, insectos/arácnidos, animales de granja (incluso caballos) y los animales para carreras se alojan y cuidan en un refugio de animales separado.

Chinese:

收容所中的動物：動物類型

允許與其主人一起留在收容所的動物包括狗、貓、鳥、兔子、囓齒動物，或可以被安置在籠子裡並留在家中的海龜。其他類型的寵物，如爬行動物（海龜除外）、兩棲動物、魚、昆蟲/蜘蛛綱動物、農場動物（包括馬），以及為競賽而飼養的動物將被安置在單獨的動物收容所。

Animals in Shelters: Co-Location

Individuals arriving to the shelter site with pets may shelter their animals in a "pet-friendly" location adjacent to the shelter.

Spanish:

Animales en los refugios: ubicación adjunta

Las personas que llegan al refugio con mascotas pueden refugiar a sus animales en un lugar "apto para mascotas" que está junto al refugio.

Chinese:

收容所中的動物：共享空間

與寵物一起抵達收容所場所的個人，可將其寵物安置在收容所附近的「寵物友善」場所。

Animals in Shelters: What to Bring and Expect

If time allows, bring the pet's vaccination records, medications, and food to the shelter. Animal shelters provide sleeping areas, food, water, and exercise options. There are designated areas for different species. Basic veterinary care is also available.

Spanish:

Animales en los refugios: qué debe traer y esperar

Si el tiempo lo permite, traiga al refugio los registros de vacunación, los medicamentos y los alimentos de su mascota. Los refugios para animales ofrecen áreas para dormir, alimentos, agua y opciones de ejercicio. Hay áreas designadas para distintas especies. También hay atención veterinaria básica disponible.

Chinese:

收容所中的動物：需攜帶物品和須知事項

如果時間允許，請將寵物的疫苗接種記錄、藥物和食物帶到收容所。動物收容所提供睡眠區域、食物、水和運動選擇。安排有適合不同物種的指定區域。另外提供基本的獸醫護理。

Donations

Cash Donations are the best donations in a disaster.

Cash can be used immediately in response to a crisis. Cash allows disaster response organizations and agencies to purchase exactly what is needed, when it is needed, and to obtain supplies near the affected area. Monetary donations are easy, effective, and versatile.

Unlike material donations, cash donations carry no transportation costs, no delays, no carbon footprint, and they do not divert relief workers' time to sort items. Cash donations allow supplies to be purchased in close to the disaster site, stimulating local economies.

Cash donations can be as rewarding as giving goods.

Spanish:

Donaciones

En situaciones de desastres, las donaciones en efectivo son las mejores.

El dinero en efectivo se puede usar de inmediato para responder a una crisis. El dinero en efectivo permite que las organizaciones y agencias que brindan respuesta ante desastres compren exactamente lo que se necesita, cuando se necesita; y permite obtener suministros cerca del área afectada. Las donaciones monetarias son fáciles, efectivas y versátiles.

A diferencia de las donaciones de materiales, las donaciones en efectivo no generan costos de transporte, retrasos ni emisiones de carbono, y los trabajadores de socorro no tienen que invertir tiempo clasificando los artículos. Las donaciones en efectivo permiten comprar suministros cerca del lugar del desastre, lo que favorece las economías locales.

Las donaciones en efectivo pueden ser tan gratificantes como donar mercancía.

Chinese:

捐贈

現金捐贈是災難期間最合適的捐贈方式。

可立即動用現金以應對危機。災害因應組織和機構可在需要時，運用現金來購買真正需要的物品，並在受影響的地區附近獲得物資。捐贈金錢既簡單、有效且用途廣泛。

與物質捐贈不同，現金捐贈沒有運輸成本、不會延誤、沒有碳足跡，並且可省去救援人員分揀物品的時間。現金捐贈允許在災害現場附近購買物資以刺激當地經濟。

現金捐贈與提供物資一樣有效。

Searching for Loved Ones
Searching for a loved one who may be in a shelter?

Shelter residents are encouraged to let their family and friends know that they are Safe and Well by registering on www.redcross.org/safeandwell.

Shelter locations have bulletin boards with announcements and messages. Shelter residents often check the boards for important information about the emergency and available services. You may post messages on the board requesting that residents contact you. Please ask a shelter worker for assistance.

Spanish:

Búsqueda de un ser querido
¿Está buscando a un ser querido que podría estar en un refugio?

Se recomienda a los residentes de los refugios que informen a su familia y amigos que están bien y a salvo. Para ello, pueden registrarse en www.redcross.org/safeandwell.

Las ubicaciones de los refugios tienen tableros de boletines con anuncios y mensajes. Los residentes de los refugios a menudo revisan los tableros para obtener información importante sobre la emergencia y los servicios disponibles. Usted puede publicar mensajes en los tableros para pedir que los residentes se comuniquen con usted. Pida ayuda a un empleado del refugio.

Chinese:

尋找摯愛的親人
是否正在尋找可能在收容所的摯愛的親人？

我們鼓勵收容所居民在 www.redcross.org/safeandwell. 登記，讓他們的家人和朋友知道他們很安全並過得很好

收容所地點設置了用來公告和傳播訊息的佈告欄。收容所居民通常會查看佈告欄，了解有關緊急情況和可用服務的重要資訊。您可以在佈告欄上發佈消息，要求居民與您聯絡。請向收容所工作人員尋求協助。

Shelter Services

Shelters provide support and services to all people affected by the disaster. If you do not choose to sleep at the shelter, you may still access other shelter services, such as:

- Health services, such as first aid, refilling prescriptions, or replacing lost eyeglasses and other durable medical equipment
- Emotional support and mental health services
- Spiritual care
- Help reconnecting with loved ones
- Information about disaster-related resources in the community
- Access to case workers to help you with disaster recovery
- Direct access to services provided by our partners

Spanish:

Servicios del refugio

Los refugios proporcionan apoyo y servicios a todas las personas afectadas por el desastre. Si elige no dormir en el refugio, aún puede acceder a otros servicios del refugio, como:

- Servicios de salud, como primeros auxilios, reabastecimiento de medicamentos recetados o reemplazo de anteojos perdidos y otro equipo médico duradero
- Apoyo emocional y servicios de salud mental
- Atención espiritual
- Ayuda para comunicarse con sus seres queridos
- Información sobre recursos en la comunidad relacionados con el desastre
- Acceso a trabajadores a cargo de casos para ayudarlo a recuperarse del desastre
- Acceso directo a los servicios ofrecidos por nuestros asociados

Chinese:

收容所服務

收容所為所有受災者提供支持和服務。如果您未選擇入住收容所，您仍可獲得其他收容所服務，例如：

- 健康服務，如急救、補充處方藥，或更換丟失的眼鏡和其他耐用醫療設備
- 情感支持和心理健康服務
- 精神關懷
- 幫助與摯愛的親人重新取得聯絡
- 社區中有關災難資源的資訊
- 洽詢個案工作人員以協助您進行災難復原
- 直接獲得我們的合作夥伴所提供的服務

References

This section contains tools and resources that provide additional information for emergency planners and local public information staff. Some of these resources have been integrated in this toolkit. Please see Part IV on the Bay Area Joint Information System shared folder in Google Drive for copies of these resources. Email bayareajis@gmail.com to request access to the folder.

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ATTACHMENT 4 | DSS INCLEMENT WEATHER SHELTERING PROCEDURES

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Date_____

INCLEMENT WEATHER VOUCHER PROCEDURES

Criteria:

1. Vouchers to be used when the temperature is 45 degrees or below with a prediction of rain with the following exception:
   a. Participating agencies can issue motel vouchers for an extended period if it rains more than three consecutive days with temperature of 45 degrees and below within the rain period.
2. Vouchers will be issued only to the motels listed on the attached Approved Vendor listing. (See Attachment B)
3. Vouchers will only be issued for single men as a last resort, if the I-Help community-based facilities and other shelters are at full capacity.
4. Vouchers will only be issued for single women, single women with children, and families if homeless services agencies are at capacity, no other option exists, and weather parameters must be met.

Procedures:

1. **Provider completes the voucher log.**
2. Call the motel to obtain a total amount, breaking down the cost between lodging and tax and alert them that you are sending a client over with a Monterey County Department of Social Services (DSS) Voucher.
3. Complete the voucher using the example – attachment C.
4. Provider authorizes the voucher and obtains signature from the client. **Keep the yellow and pink copy with voucher log**.
5. **Give the white copy to** the client or to **the motel for payment**.
6. **Return the Inclement Weather Folder with unused vouchers, logs, and yellow copies by March 31st.**

Agency_____

Person responsible for the vouchers:

Name_____ **Phone Number**_____

Vouchers received by:

Signature_____ **Date**_____

Voucher Numbers_____ **Total Vouchers**_____

MONTEREY COUNTY DEPARTMENT OF SOCIAL SERVICES
INCLEMENT WEATHER ASSITANCE

Approved Lodging Vendors

<u>**Salinas**</u>

Economy Inn
214 John Street
Salinas, CA 93901
(831) 424-6468

Inns of California
1215 De La Torre
Salinas, CA 93905
(831) 424-1741

Salinas Valley Motel
Salinas, Ca 93906
(831) 443-4343
Email:terry@laurelinnmotel.com

<u>**Peninsula**</u>

Economy Inn
1131 Fremont Blvd
Seaside, CA 93955
(831) 899-2700

Rodeway Inn
2041 N. Fremont Blvd
Monterey, CA. 93940
(831) 373-2911

Thunderbird Motel
1933 Fremont Blvd
Monterey, CA 93940
(831) 394-6797

Gateway Lodge Motel
1909 Fremont Blvd.
Seaside, CA 93955
(831) 394-6606

<u>**South County**</u>

Motel Budget Inn
425 El Camino Real
Greenfield, CA 93927
(831) 674-5828

Silver Saddle Motel
705 Broadway Street
King City, CA 93930
(831) 685-3266

ATTACHMENT 5 | MONTEREY COUNTY DEPARTMENT OF SOCIAL SERVICES ADMINISTRATIVE DIRECTIVE

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Administrative Directive No. 19 - 04

TO:	ALL DSS STAFF
DATE:	June 26, 2019
SUBJECT:	DSS Disaster Services Policies & Procedures
OBSOLETES:	AD 12-02 DSES Mass Care and Shelter Teams, 2009 DSES Disaster Services Plan
RESOURCES:	DSS Continuity of Operations Plan, Monterey County Emergency Operations Plan, Annex B – Care and Shelter, Monterey County Code of Ordinances - Chapter 2.68 - Emergency Procedures and Organization; State of California GOVERNMENT CODE - CHAPTER 8. Oath or Affirmation of Allegiance for Disaster Service Workers and Public Employees

IMPLEMENTATION: Upon Receipt

PURPOSE:

This Administrative Directive establishes policies and procedures to support Mass Care and Shelter operations in the event of an emergency or disaster.

SUMMARY:

The Department of Social Services (DSS) is a primary supporting entity in Mass Care and Shelter operations in Monterey County. This includes site selection, shelter opening and closing, and managing available resources for shelter sites. It also includes communicating and coordinating with site managers and monitoring service delivery to ensure that shelters are providing a safe environment for displaced residents that meets both their basic and functional needs.

This Department provides subject matter experts identified as the *DSS EOC Team* to serve in key positions at the Emergency Operations Center (EOC), as well as registered Disaster Service Workers (DSWs) for providing shelter and evacuation services to communities impacted by disasters.

DEFINITIONS:

1. Disaster- Single or multiple incidents. Extraordinary threat to life and property.

2. Emergency- Conditions of extreme peril to safety of persons and property. May consist of multiple incidents. Defines a condition, such as a "Local Proclamation of Emergency."

3. Emergency Operations Center (EOC) – Location from which centralized emergency management can be performed.

4. Operational Area - Operational Area is an intermediate level of the State's emergency management organization; the operational area encompasses a county's boundaries and all political subdivisions within that county, including special districts.

5. Disaster Service - Aid in the response and recovery phases of a disaster or emergency.

6. Disaster Service Worker – In protection of its citizens and resources, all public employees are disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law (Monterey County Code of Ordinances - Chapter 2.68 - Emergency Procedures and Organization). Public employees include all persons employed by any county, city, state agency or public district.

7. Shelters **-** Service to provide relief to people temporarily displaced by natural, technological or human-caused emergencies or disasters. Often, they are in school gyms, churches, or other community buildings that have room and facilities for people to stay on a temporary basis.

8. Evacuation Center – A site with limited resources and staffing as its primary purpose is to provide evacuees with a safe and protected place to congregate temporarily until people can return home or relocate to another facility. An Evacuation Center provides communities impacted by disasters access to emergency information, resources and services.

9. DSS Executive Team – The DSS Executive Team consists of the DSS Director, Deputy Directors and HR Manager for the Department of Social Services.

POLICIES:

1. All public employees in the State of California are Disaster Service Workers (DSW) and are required to participate in disaster response operations as assigned. As such:

    a. All DSS staff are required to complete DSW and Shelter Operations training every three years or more often as needed.

        i. All staff – Shelter Operations
        ii. Managers–Shelter Management
        iii. DSS EOC team- Incident Command System (ICS) training to ICS-100 level or greater, Shelter Management and Shelter Operations.

    b. All DSS staff assigned DSW work follow direction from and adhere to the Emergency Operations Center Chain of Command over the DSS Chain of Command until released from DSW responsibilities.

    c. All DSS staff may be assigned to staff local shelters or evacuation centers where communities impacted by disasters can access emergency, or other DSS services.

        i. Job duties may be reassigned as needed to respond to emergency situations and to assure priority activities are implemented with necessary coverage.

        ii. DSS employees not assigned to staff a shelter or evacuation center retain their duty to serve as disaster response workers for other response and recovery efforts as directed by the Office of Emergency Services (OES) Manager, County Administrative Officer (CAO) or DSS Director.

    d. All DSS Managers may be assigned to serve as Shelter Managers.

e. Two employees from each Branch are appointed by the DSS Executive Team to serve on the *DSS EOC Team*. Selected staff may be called to staff any of the following positions:

    i. Care & Shelter Branch Director (C&SBD)
    ii. Access & Functional Needs Unit Lead (A&FNL)
    iii. County Shelter Team Unit Lead (CSTUL)

f. DSS social workers self-identified / approved as *Call Priority 1* may be assigned to the Functional Assessment Service Team (FAST) by the *DSS EOC Team*.

g. All DSS staff may be contacted to assist with disaster response activities during non-business hours.

2. All DSS employees are required to report for DSW duty when called upon; after first ensuring the safety and well-being of self and family.

3. Supervisors are responsible for reviewing DSW policies and procedures with all employees as part of the annual Employee Evaluation checklist.

DSS STAFF PROCEDURES:

1. Disaster Proclaimed While at Work:
    a. Report immediately to your department supervisor or to the emergency assembly area as appropriate and await further instruction.

2. Disaster Proclaimed While in the Field:
    a. Call your supervisor and let them know where you are. Your supervisor may tell you to stay where you are and assist there or direct you to another location. If you cannot contact your supervisor, report to the closest DSS work site or assembly area.

3. Disaster Proclaimed While at Home OR Off Duty
    a. Ensure the safety and well-being of self and family; then notify your supervisor of your status.
    b. Listen to the radio and your cell phone to receive emergency communications.
    c. Report to work as usual unless directed to report for DSW duty.
        i. Be sure to keep your DSS identification badge with you - It may be required to access emergency transportation routes or facilities.

EOC ACTIVATION PROCESS:

The CAO or OES Manager will activate the Emergency Operation Center (EOC) when necessary.

1. The OES will activate and notify the DSS Care & Shelter Branch Director (a DSS EOC team member) to report to the EOC.
    a. The OES may direct additional DSS EOC team members to staff other areas of the Care & Shelter Branch as needed based upon the size and scale of the incident.
2. The DSS Care & Shelter Branch Director will contact DSW's to report to duty as needed.
    a. The employee directed to report to DSW duty contacts their supervisor to inform him/her of the assignment.
    b. The DSS supervisor reassigns workflow as needed in the absence of the employee who has been deployed to disaster services work.
    c. The DSW reports to their assignment and follows direction from the Shelter Manager and EOC chain of command until released from duty.

ROLES & RESPONSIBILTIES: The appointed *DSS EOC team* members staff the Mass Care and Shelter Branch of the EOC and may be called to serve in the following roles:

1. **Care and Shelter Branch:** The general role of the Care and Shelter Branch is to coordinate support for care and shelter field activities. Successful delivery of care and shelter services requires close coordination with American Red Cross operations and the operations of affected incorporated cities.

    a. **Care and Shelter Branch Director:** Responsible for assigning DSW's to work in shelters/evacuation centers; tracking and documenting all care and shelter services in the Operational Area (including services not managed by the County, such as spontaneous shelters); coordinating with American Red Cross, State and Federal care and shelter representatives; and managing resources for care and shelter operations in coordination with the American Red Cross.

    b. **Access and Functional Needs Unit Leader:** Responsible to coordinate with the American Red Cross and the Care and Shelter Branch Director to advocate for and ensure that equipment and services are provided to support the communication, maintenance of health and independence, self-determination, and transportation of access and functional needs populations.

        i. **Access and Functional Needs Unit:** DSS Social Workers who opted in and were approved by their Deputy Director may be assigned to this role to assess the needs of individuals with disabilities or others with access and functional needs in shelters or evacuation centers. This unit's primary duties include but are not limited to:

            1. Assessing and assisting the access and functional needs (AFN) of individuals who are or have, but not limited to: Physical, developmental or intellectual disabilities; Chronic conditions or injuries; Limited English proficiency; Older adults; Children; Low income, Homeless and/or transportation disadvantaged (i.e., dependent on public transit); and Pregnant women.

c. **County Shelter Team Unit Leader:**   The County Shelter Team Unit Leader will be activated when it is necessary to activate the County of Monterey Shelter Team in support of emergency shelter operations. This position coordinates all County Shelter Team activities, including the assignment and dispatch of members, managing information flow between the Emergency Operations Center (EOC) and shelter sites, and supporting operational needs. The County Shelter Team Unit Leader will closely coordinate with the American Red Cross, AFN Unit Leader, and Care and Shelter Branch Director.

2. **Disaster Service Workers:** DSW's will be assigned duties within the scope of skill and ability. Examples of DSW responsibilities include: Setting up or managing a shelter, registering people at a shelter, translating for non-English speaking individuals, acting as a messenger at a designated site, serving food to emergency staff or to vulnerable populations, providing non-medical first aid, and/or answering phones. Additionally, assessing needs for emergency food stamps, immediate need cash and Medi-Cal health insurance and other duties as assigned.

3. **Priority DSS Service Responsibilities**

   In addition to mass care and shelter services, DSS will be working to assure its primary service duties are maintained in alignment with the DSS Continuity of Operations Plan. Priority areas may shift depending on the specific nature of the disaster/emergency, but the following critical health, safety and logistic functions are identified:
   - Assure implementation and maintenance of mass care and shelter efforts;
   - Assure the safety of children in foster care;
   - Assure the safety of In Home Supportive Services and Adult Protective Services clients;
   - Assess the need for & provide emergency food stamps, immediate need cash and Medi-Cal health insurance in the emergency area as warranted;
   - Assure operational communication systems and data systems are available to accomplish priority service activities;
   - Sustain emergency response for abused and neglected children, seniors and disabled individuals;
   - Sustain benefit issuance systems;
   - Maintain payroll systems.

DOCUMENTATION AND TIMEKEEPING:

1. **FEMA ICS 214 - Activity Log Form:** All DSS employees assigned and working the disaster response are required to fill out and submit daily activity logs in addition to tracking time.

   a. **EOC Team:** All DSS employees assigned and working in the County Emergency Operations Center are required to track and document activity logs on WebEOC; if for any reason WebEOC is not available, DSS EOC staff are required to fill out and submit daily ICS 214 activity logs.

   b. **DSW Field Workers:** All DSS employees assigned and working the disaster response are required to fill out and submit daily ICS 214 activity logs to the EOC Care and Shelter Branch Director. The Activity Log (ICS 214) records details of notable activities, including requesting resources, equipment, phone calls, etc. These logs provide basic incident activity documentation, and a reference for any after action report. These forms can be found online (https://www.fema.gov/media-library/assets/documents/33551) or will be made available onsite.

2. **Timekeeping:** All DSS employees assigned and working the disaster response are required to track time using charge codes identified by the County Emergency Operations Center Finance Section. It is the responsibility of the DSS Supervisor approving the timesheet to ensure the appropriate use of the established disaster charge code.

3. **Reimbursement for Travel Expenses:** All DSS employees assigned and working the disaster response are required to track travel expenses using DSS travel reimbursement policies. DSWs are encouraged to utilize available county transportation resources.

4. **Overtime:** Employees assigned and working a Proclaimed Disaster shall receive overtime payment as authorized by the County Administrative Officer. Exempt Employees shall receive payment in accordance with Personnel Policies & Practices Resolution No 98-394 Section 8.9.2 Emergency Overtime for Exempt Employees & 8.9.2 Declared Local emergency/ Disaster – Pay for Exempt Employees.

_____
Henry Espinosa, Acting Director

6/26/19
_____
Date:

Distribution: All Staff
Attachment: EOC Chain of Command

ATTACHMENT 6 | ENVIRONMENTAL HEALTH SHELTER INSPECTION CHECKLIST

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MONTEREY COUNTY HEALTH DEPARTMENT
ENVIRONMENTAL HEALTH BUREAU

Emergency Shelter Inspection

Overall Site Inspection

1. Signage, well labeled? ☐ yes ☐ no

2. Number of people present? _____

3. Day use only? ☐ yes ☐ no

Shelter Inspection

1. Food
   a. Prepared on site? yes ☐

       i. Conduct food inspection following California Food Code Law.

   b. Bought from take out? yes ☐

       i. How far from base camp/how long will food be held?

       ii. Was food held out of temperature? ☐ yes ☐ no

2. Housing
   a. Two exit doors available. ☐ yes ☐ no

   b. Maximum occupancy limit as predetermined ☐ yes ☐ no

   c. Water
       i. Housing Center 4-5 gallons/person/day   ☐ ok
       ii. Feeding Center 5-8 gallons/person/day   ☐ ok
       iii. First Aid Station 10-15 gallons/person/day   ☐ ok

   d. Toilets
       i. One toilet for every 10-20 females ☐ ok
       ii. One combined toilet/urinal for every 25-59 males. ☐ ok
       iii. Or minimum average of one toilet/20 people. ☐ ok

   e. Adequate space, ventilation and light
       i. A minimum of 40-50 cubic feet of air space/person. ☐ ok
       ii. Beds spaced a minimum of 3 ft apart. ☐ ok
       iii. Bed arranged alternately head-to-toe.   ☐ ok
       iv. Auxiliary light source, primarily from battery powered flashlight. ☐
           ok
       v. Minimum floor space of 30 sq ft./person, 20 sq ft for double-tier bed
           units. ☐ ok

   f. Personal Hygiene
       i. One hand wash/lavatory fixture with available clean (warm or hot)

water per 15 people; provide soap and single-service towels. ☐ ok

    ii.   One shower facility/fixture per 15 people, if possible. ☐ok

    g. Housing out doors
        i. 16'x16' tents are preferred with no more than 6-8 individuals per tent. ☐ ok
        ii. Tents should be separated from each other at a minimum of 10 feet. ☐ ok
        iii. Tent material should be of flame-retardant material. ☐ ok
        iv. Heating and smoking, or the presence of any open flame inside the tents is not advised. ☐ ok

3.   Garbage
    a.   Separate garbage from the rubbish. ☐ ok
    b.   Store garbage in plastic bags. ☐ ok
    c.   Place bags in air-tight container. ☐ ok
    d.   Remove once a day or as quickly as possible. ☐ ok

Received by (signature): _____ Date: _____

Specialist: _____ Date: _____

*To prepare a sanitizing solution use one-half tablespoon of household bleach in one gallon of water. This will result in 100 ppm available chlorine for at least 30 minutes.

Comments:

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ATTACHMENT 7 | AMERICAN RED CROSS GUIDANCE DOCUMENTS

- CLIENT SIGN IN/OUT
- DAILY SHELTER REPORT
- FACILITY/ SHELTER OPENING & CLOSING INSPECTION
- MULTILINGUAL SHELTER COMMUNICATION TOOL
- SHELTER CLIENT DISCLOSURE TRACKING LOG
- SHELTER CLIENT WELCOME HANDOUT
- SHELTER CLOSURE PLAN
- SHELTER DORMITORY REGISTRATION
- SHELTER INVENTORY
- SHELTER LOG
- SHELTER OPENING PLAN
- SHELTER OPERATIONS MANAGEMENT TOOLKIT
- SHELTER RAPID NEEDS RECOGNITION CARDS
- SHELTER REFERRAL LOG
- SHELTER RELOCATION PLAN
- SHELTER SHIFT INSPECTION
- SHELTERING HANDBOOK
- STAFF SIGN IN/OUT
- UNACCOMPANIED MINOR AND SEPARATED CHILDREN
- VISITOR SIGN IN/OUT

RESOURCE: THESE DOCUMENTS CAN ALSO BE FOUND ON THE OES WEBSITE: HTTPS://WWW.CO.MONTEREY.CA.US/GOVERNMENT/DEPARTMENTS-A-H/ADMINISTRATIVE-OFFICE/OFFICE-OF-EMERGENCY-SERVICES/PLANS