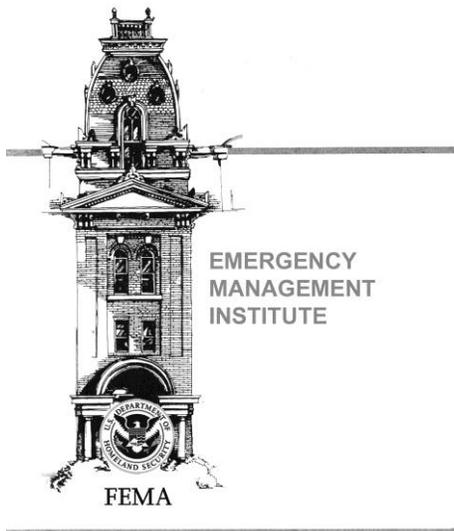


UNIT 3: SHELTERING RESOURCE REQUIREMENTS AND PROVIDERS

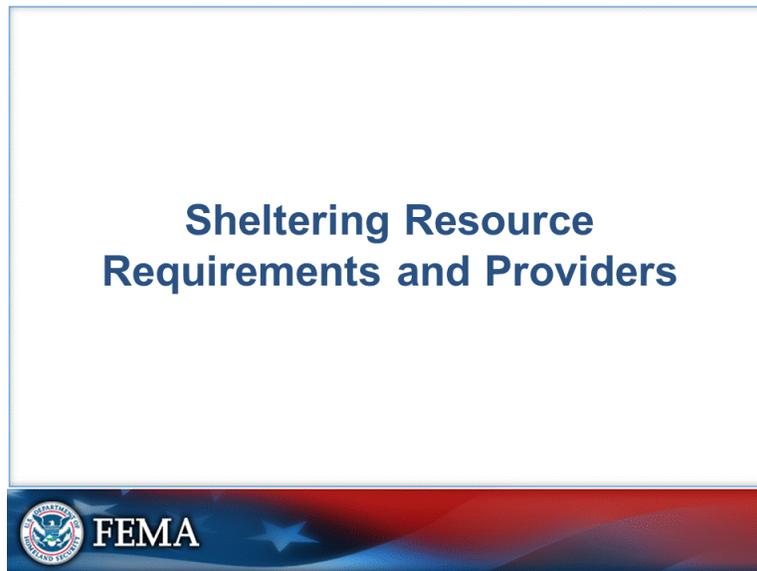
Student Manual

Federal Emergency Management Agency
Emergency Management Institute



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SHELTERING INTRODUCTION



In this unit, you will learn what will be required to provide sheltering during a disaster.

These requirements will include identifying facilities, supplies/equipment, staff roles and responsibilities, and coordination. Depending on the size and duration of the event, these requirements are scalable and flexible.

You will also learn what agencies, non-governmental organizations, and the private sector can provide to meet these requirements and support sheltering.

Traditional Mass Care and Emergency Assistance service providers, such as the American Red Cross, The Salvation Army, and others, may be present in your community and, therefore, already coordinating with other organizations, agencies, and the private sector. However, even when these organizations do not have a local affiliation, they may have the capability to support your community with staff, materiel, training, and other resources. They may provide:

- Direct provision of Mass Care and Emergency Assistance services
- Human and material resource support
- Mass Care and Emergency Assistance training
- Partnering with local businesses and organizations

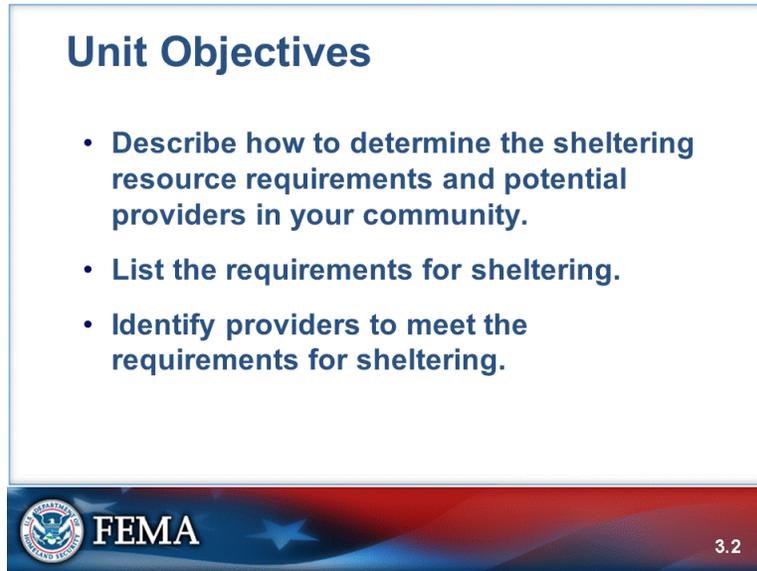
In many instances, these organizations will provide more than one type of support. In the case of sheltering, the operation might be managed by the community, with cots, blankets, and training provided by the American Red Cross. This is very much like the traditional partnering role that the American Red Cross has provided for many years.

The community should determine for itself the amount of support it will request based on unmet needs as well as the capacities of these organizations. Some considerations for requesting support include:

- What type of services/resources can the organization provide?
- What is its capacity for addressing the needs of the community?
- How can it assist other community organizations with the delivery of Mass Care and Emergency Assistance services?
- Does the organization provide Mass Care and Emergency Assistance training?
- How can/do it partner with other organizations to meet the community needs?

Whether providing Mass Care and Emergency Assistance services directly, supporting the community with human or material resources, providing training, or partnering with local organizations, these traditional Mass Care and Emergency Assistance service providers can be an invaluable resource to the community.

OBJECTIVES

A slide titled "Unit Objectives" with a blue border. The title is in bold blue font. Below the title are three bullet points in blue font. At the bottom of the slide is a red and blue banner with the FEMA logo on the left, the word "FEMA" in white, a blue star, and the number "3.2" on the right.

Unit Objectives

- **Describe how to determine the sheltering resource requirements and potential providers in your community.**
- **List the requirements for sheltering.**
- **Identify providers to meet the requirements for sheltering.**

 **FEMA**  3.2

At the conclusion of this unit, you will be able to:

- Describe how to determine the sheltering resource requirements and potential providers in your community.
- List the requirements for sheltering.
- Identify providers to meet the requirements for sheltering – this includes adding new providers to build greater and better capacity.

DISCUSSION



A heavy snowstorm or your community event has caused widespread power outages and you don't know how long the power will be out.

1. Would your community need to open a shelter? Why or why not?
2. Who might make the decision to open a shelter in the community?
3. Now you've gone through the night and the power is still off. What sheltering decisions might need to be made? Explain the decision.

SHELTERS

Shelters

- Evacuation
- General Population
- Shelter-in-place
- Constituent-based
- Refuge of Last Resort
- Medical
- Spontaneous
- Household Pets



FEMA

3.4

There are different types of shelters that your community may need to open and/or support. They are defined by different criteria, including: population, length of time they may be open, when during the event they may be open, and who manages them. Please see the following definitions below:

- Evacuation
 - May be established very quickly when an Evacuation Order is given and will provide short-term sheltering that may not include the full range of services. (e.g., less space per person, limited meal choices, etc.).
 - May be part of a larger evacuation plan.
- General Population
 - Facilities that can house anyone in the community, including those with access and functional needs.
- Shelter-in-place
 - People may stay in their current location such as their home, school, or workplace. For example, a hazardous materials event that affects air quality may require sheltering-in-place.

- Constituent-based
 - Shelters operated by an organization using their facilities and resources to care for their employees, members, and/or families.
- Refuge of Last Resort
 - A Refuge of Last Resort is a hardened or strengthened building identified by the government to be used in case of emergency only as a last resort to be safe from the impending disaster. There are typically no services provided at a Refuge of Last Resort.
- Medical
 - The role of Mass Care and Emergency Assistance is not to manage medical shelters, but, in some instances, they are called upon to provide support for items such as cots, blankets, and food. A shelter setting where individuals with acute medical care needs, or individuals who are sick or injured can get treatment in a time-limited plan of care and be provided with recuperative or convalescent services to recover from medical problems.
- Spontaneous shelters
 - Shelters that are not pre-planned and may open during a disaster
- Household Pets shelter
 - Co-located with shelter for people
 - Stand-alone

During a disaster, your community may have unplanned shelters established by groups who historically have not participated in community disaster Mass Care and Emergency Assistance planning and/or who have not previously held a traditional disaster sheltering role. These shelters may provide surge capacity for large-scale disasters (e.g., the Superdome during Hurricane Katrina or a convention center).

The populations of these shelters will be representative of the community you are from and may include:

- Infants and children
- Elderly
- Individuals with access or functional support needs
- Individuals with limited-English proficiency
- Religious and ethnic populations

Shelters that support individuals with medical issues are not typically the responsibility of Mass Care and Emergency Assistance. These shelters are usually established and coordinated between public health agencies, human or social service agencies, and medical providers (hospitals). During Hurricane Sandy in New Jersey, medical shelters existed and prevented emergency rooms at hospitals from being overwhelmed.

Medical shelters are a local responsibility to support; coordination between traditional mass care services and medical sheltering will be required.

Your community may want to identify those places, facilities, or organizations that may have a shelter plan and identify any requirements they may need and any pre-existing agreements they may have. You will want to talk to these groups and add them to your shelter network.

If your community's sheltering is part of a larger disaster event, it's important to report your sheltering activities to the next higher level of government and/or non-governmental organizations involved in the Mass Care effort. This reporting enables securing additional resources, coordination with other agencies/organizations, and public awareness of ongoing activities.

The types of shelter and population makeup will determine the needed requirements.

Issues and concerns with all populations in your community may be amplified in a shelter situation and you should be prepared to address these should situations arise. Shelters may include criminal elements. It is critical that planning is coordinated with emergency management and law enforcement.

In addition, be aware that should your community be receiving people from an evacuated community, then your shelter population may be different from that of your own community. For example, your community may not have a large elderly population, but a neighboring community may have a retirement community that may need to be sheltered should that community be evacuated.

In Unit 2, we laid out some fundamental objectives for sheltering. Let's take that a step further by looking at some possible physical locations or facilities and their requirements.

The standard estimate for those seeking shelter in a general population shelter is 10% of affected population to give participants a number to work with. The other 90% may seek shelter with family and friends, in hotels, or shelter-in-place.

These are requirements you must address. Can you think of any others?

As you develop your worksheet, there will be other resources that you will need to address such as staffing, equipment/supplies, and the coordination needed to put it all together.

For additional information concerning sheltering, refer to the web sites listed in the Appendix.

DESCRIPTION OF WORKSHEETS

Description of Worksheets

Worksheet - Sheltering Services Resource - Facilities General Population Shelter				
Requirements #	Provider			
	Name	Point of Contact and #	Requirements # Met	Comments
1. Ramps (ADA)				
2. Dormitory Area a. See Shelter Field Guide (SFG)	County High School	School Board Administrator 222-333-4444	1,2,3,4,5,7-11	Available for 3 week time period from June 15 - August 15 only
3. Dining Area a. See Shelter Field Guide (SFG)	Community Center	Community Center Director 222-333-4445	1-11	Meets all requirements for shelter facility up to 250 people
4. Rest Rooms (ADA) a. See Shelter Field Guide (SFG)				Will need portable ramps
5. Showers (ADA) a. See Shelter Field Guide (SFG)	Church	Pastor 222-333-4544	2-10	See Worksheet - Sheltering Services, Resource - Supplies and Equipment - General Population Shelter
6. 3 Week Availability	YMCA	Director 222-333-4511	1,4-11	Limited dormitory and dining space to 40 people
7. Staffing Area Space a. See Shelter Field Guide (SFG)				
8. Health/Mental Health Area a. See Shelter Field Guide (SFG)				
9. Registration Area a. See Shelter Field Guide (SFG)				
10. Shelter Management Area a. See Shelter Field Guide (SFG)				
11. Logistics Area a. See Shelter Field Guide (SFG)				

 **FEMA** 3.5

You will receive a worksheet to be used throughout this course to complete with your community-specific information. You will take this worksheet with you to use for your next steps in providing Mass Care and Emergency Assistance services.

- The worksheet set covers the four Mass Care and Emergency Assistance services we will be discussing throughout the course: Sheltering, Feeding, Distribution of Emergency Supplies, and Reunification.
- Each MC/EA service has a separate page labeled for each resource category: Facilities, Supplies/Equipment, Staff Responsibilities, and Coordination.
- The first column of each worksheet is the requirements column. In this column, you will record any requirements needed to address the resource for each category.
- The requirements needed to address each resource category are recorded in the first column.
- For each requirement, you have a column to record the name of the person or company who can provide the requirement, a point of contact and phone number, requirement numbers met, and a section to record additional comments.
- Some information for sheltering has been started for you on the visual and will help you understand how to use the rest of the worksheets.

Let's look at an example. The first resource requirement for sheltering facilities is ramps (ADA-compliant). The name of the company who might provide ramps could be Ramps-R-Us. Their point of contact is Joe Smith and his phone number. You determine four ramps are needed which would be the requirement numbers met, and they can provide all four. In the Comments section, you would put any additional information such as two ramps needed at the high school, and two are needed at the elementary school, and/or Ramps-R-Us can provide six ramps, if needed.

Developing the Worksheets

In a few minutes, you will begin to develop a set of worksheets at your table that will be used as the master set for the rest of the worksheet activities in the course. The requirements for each service may overlap into other services and will require coordination such as tables and chairs for feeding that may be listed under Sheltering and Feeding.

Now let's look at additional requirements for each resource category in sheltering.

Focus should always be on acquiring the resources to best deliver the services and not on necessarily on identifying traditional providers who may not be the best or most expeditious solution. For example, if the community can come together and establish a shelter with local resources in a manner of hours, versus an organization that may provide sheltering resources but may take more time to set up a shelter. However, many other factors should be considered, including the duration the shelter will be open, availability of supplies and materials, staff, etc. There could be a partnership component.

Note that it might require a “hybrid solution” to meeting the requirements. For instance, coordinating with the American Red Cross for shelter training and use of American Red Cross supplies stored within the community so your community can open and manage shelters if/when needed.

ACTIVITY 3.1**Activity 3.1**

1. Work in table groups.
2. Select one of the hazards.
3. Use the selected hazard to complete the Sheltering worksheets:
 - a. Sheltering Services–Facilities
 - b. Sheltering Services–Supplies and Equipment
 - c. Sheltering Services–Staff Roles and Responsibilities
 - d. Sheltering Services–Coordination
4. Report out to the class.

**FEMA**

3.6

RECAP

Unit 3 Recap

You should now be able to:

- Describe how to determine the sheltering resource requirements and potential providers in your community.
- List the requirements for sheltering.
- Identify providers to meet the requirements for sheltering.



You should now be able to:

- Describe how to determine the sheltering resource requirements and potential providers in your community.
 - a. Understand the community populations and types of shelters in the community.
 - b. Who will provide the services.
- List the requirements for sheltering
 - a. Your community may want to identify those places, facilities, or organizations that may have a shelter plan and identify any requirements they may need and any pre-existing agreements they may have.
- Identify providers to meet the requirements for sheltering.
 - a. Once you have determined what you will need to provide, then you can reach out to find those providers in the community.

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