



NEW JERSEY OFFICE OF EMERGENCY MANAGEMENT

SPECIALIZED SHELTER PLANNING TEMPLATE

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1. Introduction

The state of New Jersey is situated along the eastern seaboard, sharing over 1,700 miles of tidal coastline with the Delaware River and the Atlantic Ocean. Each year, millions of residents and out-of-state visitors come to New Jersey to enjoy miles of pristine beaches and oceanfront. While vitally important to the state's tourism industry, economy, and way of life, New Jersey's proximity to the Atlantic Ocean makes it highly susceptible to the effects of natural disasters. Accordingly, the potential for large-scale, mass evacuations in response to an impending natural disaster must be addressed to mitigate the effects on the state's most vital resource: its citizens.

Large-scale, mass evacuations are a complex undertaking. They involve the movement of large segments of the population from one geographic location to another and require the collaboration of a vast number of public, private, and non-governmental agencies and personnel working together to achieve a common goal. Preparing for a mass evacuation of a large population demands coordinated planning among multiple jurisdictions. It also requires the seamless cooperation of a wide variety of stakeholders from varying disciplines and backgrounds.

Planning for the activation, establishment, employment, and reconstitution of resources, including shelters, across the wide spectrum of operations from response through recovery, presents significant challenges that must be thoroughly addressed in advance of the onset of a major disaster. The New Jersey Office of Homeland Security and Preparedness (OHSP) recognizes the important role it plays in providing for the protection, security, vitality, and resiliency of its constituents and the continued delivery of critical services during an emergency. In preparation for a potential large-scale, mass evacuation occurring in the state of New Jersey, the OHSP has engaged in a planning initiative that addresses persons with functional needs, a particularly vulnerable demographic within our population.

A critical consideration when addressing evacuation planning for persons with functional needs is the importance of identifying, locating, inventorying, and assessing physical site locations that are ideally suited to serve as functional needs/Medical Needs Shelters during times of crisis. This document differentiates a functional needs/Medical Needs Shelter from other more commonly used shelters, such as a Functional Needs Shelter. Medical needs shelters are an integral part in this planning process and are incorporated with information contained in the New Jersey Special Needs Registry tool, RegisterREADY.

2. Purpose and Scope

This plan is intended to provide the OHSP, New Jersey Office of Emergency Management (OEM), and County OEM agencies with a baseline set of processes and procedures that will aid in the identification of resources, including physical assets and staffing, and provide the necessary guidance and direction in establishing and operating Functional Needs Shelters. This document further provides the minimal and optimal criteria for a Functional Needs Shelter and may serve as an operational checklist for compliancy.

The specific purpose of the functional needs plan is to provide recommendations and planning guidance for the state of New Jersey. The recommendations and guidance focus on three key areas: identifying potential functional and Medical Needs Shelters, identifying the resources needed to operate both Functional Needs and Medical Needs Shelters, and developing a strategy to successfully staff and operate them.

For the evaluation process, criteria and methodology that should be used by the county is its evaluation and selection of Medical Needs Shelters is documented in attachment G. Some examples of the criteria include accessibility for people with mobility limitations, door widths and ramps, and recognized geographical eliminators, such as floodplains and distance from coastal communities. Using these criteria together with individual shelter inventory and resource data, a county will be able to narrow down the number of shelters that have the baseline capacity to operate as a functional or Medical Needs Shelter.

In this report, examples will be found of the type of care that can be provided at each shelter, including examples of required staff and administrative resources, individual roles and responsibilities, the chain of command, inventory and resource requirements, service animal recommendations, and limited mortuary needs.

3. Concept of Operations

3.1 General Assumptions

- A. Conceptually, this Special Needs Shelter Plan is top-down driven and requires refinement at the local level. Accordingly, it is the primary responsibility of the County Office of Emergency Management (OEM) to undertake comprehensive planning and management of emergencies in order to protect functional needs populations from the effects of disasters or terrorism events.
- B. The effect of disasters or terrorism events on existing healthcare systems may be overwhelming, resulting in a phenomenon known as medical surge that, without pre-planning and the dedication of resources, could result in sub-standard care or no care at all for individuals with functional needs. This Special Needs Shelter Plan mitigates the effects of medical surge in times of disaster or acts of terrorism by providing planning guidance and a commitment to furnish planning, operational, and management resources to meet the medical and functional requirements of individuals with functional needs.
- C. Functional Needs Shelter Command Structure - The Incident Command System (ICS) will be utilized to establish unity of command at Functional Needs Shelters. ICS is a standardized, on-scene, all-hazards incident management concept based upon a flexible, scalable response organization providing a common framework within which people can work together effectively.
- D. When an emergency escalates to a point at which it exceeds the County's capability to fully respond, assistance from mutual aid organizations and state government will be requested through the New Jersey Emergency Operations Center (EOC).
- E. The New Jersey Special Needs Shelter Plan is an annex to a larger State and Countywide Emergency Operations Plan (EOP). The management guidance delineated in this annex is best presented as it relates to the various stages of incident response as illustrated below.

3.2 Stages of Incident Response

The stages of incident response provide the planning context in which to describe the actions that must occur at different times during the incident response cycle.

Stages of Incident Response
Incident Recognition
Alert/Notification/Activation
Mobilization
Operations
Demobilization

- A. **Incident Recognition:** is the point in time when a response agency becomes aware that a significant event is imminent or occurring. With regard to Functional Needs Sheltering, it is important to quickly gain an understanding of any public health impact that may be or could be associated with such an event in order to provide Alert/Notification/Activation steps for Functional Needs Sheltering services.

- B. **Alert/Notification/Activation:** refers to the activities required to inform appropriate resources within the response system regarding the onset of an incident or an important change in incident parameters. "Notification" communicates critical details of an incident and provides an indication as to whether the resource should undertake response actions. Because this plan is a Special Needs Annex to an overall State and Countywide EOP, all Alert/Notification/Activation protocols will be initiated by the County Office of Emergency Management.

- C. **Mobilization:** marks the rapid shift from baseline operations to a new level of response as designated in the notification from County OEM. This transition may be triggered by an event that has already occurred, or it may result from a credible threat or an impending event (such as an approaching hurricane). Designating the response level enables an organization to execute specific actions delineated in its EOP for that level, such as simply providing contact information to ensure that the resource can integrate with other mobilizing resources in the event that it becomes necessary for full-scale activation of a Medical Needs Shelter, for example. For the mobilization process to function efficiently, each step must be clearly defined during the emergency planning process, and staff must learn the steps through training, tabletop, and full-scale exercises.

- D. **Operations:** encompass efforts that directly address the expected event. Two critical actions that should occur early during operations are the establishment of an incident command authority and the establishment of an incident command post at the shelter site. More specific management guidance on operating a Functional Needs Shelter is contained in section 4 as well as attachments B thru G.
- E. **Demobilization:** refers to activities that focus on disengaging resources as the incident objectives are met, transitioning remaining incident responsibilities to ongoing assets and promoting rapid return of demobilized response resources to their normal function. There are several important considerations, including the timing of resource demobilization, the need for coordination of any demobilization decision with the overall incident command, the management of the public's perception of asset demobilization, and the continued use of ICS processes for both individual asset and overall incident demobilization.

4. Shelter Operational Guidance

4.1 Mobilization

A. Alert and Notification

1. County OEM determines nature and scope of the event and identifies the shelters to be opened.
2. Notice Event - there may be time before the event for the County OEM to notify Shelter Manager to execute the Mobilization Checklist or do other preparatory work.
3. No Notice Event -If the event occurs without warning, the County OEM notifies Shelter Manager to execute the Mobilization Checklist.
4. Shelter Manager will initiate calls per the Mobilization Checklist to open and set up operations of the shelter.
5. If the Functional Needs Shelter is not open and operational on schedule, Shelter Manager will notify the County OEM.

B. Concurrent with Alert and Notification, the County OEM will:

1. Identify evacuation levels and routes.
2. Identify functional needs clients using the NJ Special Needs Registry.
3. Identify and initiate transportation mechanisms and establish transportation schedules.
4. Notify functional needs clients of transportation schedules.
5. Notify support agencies of shelter activations.
6. Arrange routing and clearances for shelter workers and volunteers.

4.2 Operations

A. Before opening the Medical Needs Shelter:

1. The Shelter Coordinator and Shelter Manager will walk through the shelter using the Special Needs Shelter Mobilization Checklist (see Attachment D), note the condition of the facility and equipment and determine any additional needs.
2. The Safety and Security Officer will conduct a walk-through the shelter and surrounding area using the special needs shelter Mobilization Checklist.

3. The Logistics Section Chief will set up signage inside and outside the shelter per the shelter layout in the plan.
- B. Establish a registration and checkout process for everyone entering or leaving the shelter, including functional needs clients, shelter staff, and volunteers.
1. Use a paper-based logging and registration system or create an electronic shelter registration database to establish and maintain data on shelter inhabitants. See Registration and Log Forms in attachment D. Note: consideration should be given in future planning efforts to providing an electronic means of tracking shelter inhabitants.
 2. Consider issuing some type of wearable identifier containing a unique number that matches the paper log number or the database key.
 3. Be prepared to register and provide resources for everyone who enters the shelter including clients, staff, visitors, family members, caregivers, media, and governmental officials.
 4. The Finance and Administration Section Chief will:
 - a. Setup a registration and information area in accordance with the shelter layout plan.
 - b. Notify Shelter Manager when registration and information area is operational.
- C. Establish safety and security procedures.
1. The Safety and Security Officer contacts local law enforcement officials.
 2. Agree on number of officers at shelter and their duties.
 3. Layout locations where officers will be stationed.
- D. Prepare signage and language guidelines in accordance with Mobilization Checklist (see attachment D).
1. The Logistics Section Chief and Shelter Manager will determine signage and language guidelines.
 2. Consider large-print signs in visible locations.
 3. Consider the types of instructions and messages to be conveyed through interior signs, exterior signs, and picture boards.
 4. Determine the specific language translators required, based on the anticipated shelter inhabitants.

5. Consider provisions for the blind, deaf and hearing-impaired.
 6. Consider permanent hidden signage at shelters for the following functions:
 - a. Shelter equipment, medical equipment, and supplies;
 - b. Support services;
 - c. Non-government organizations; and
 - d. Mental health professionals.
- E. Be prepared to establish a temporary morgue and morgue procedures including the following:
1. Deceased person(s) should be moved to the temporary morgue area.
 2. Family notifications should be made by appropriate personnel (see Task Lists).
 3. The Mortuary Unit Leader should be notified.
 4. The deceased person's body should be shrouded after ensuring that proper identification has been established.
 5. Identification information should be affixed (band or tape) to a wrist and ankle.
 6. Personal effects should be secured.
- F. When Shelter Manager is satisfied that the shelter is ready to accept clients, he or she will declare the shelter open.

4.3 Demobilization

- A. Demobilization begins the process of returning the shelter to a pre-activation condition. The demobilization process should actually begin when the shelter is activated.
- B. Shelter Manager coordinates demobilization of shelter with higher command authority and begins to complete demobilization using the Mobilization Checklist as a guide (see Attachment D). There are demobilization features on the Mobilization Checklist.
- C. Individual clients, staff, and volunteers are accounted for and checked off the log or electronic database before departing the shelter.
- D. Transportation services are identified and mobilized and transportation schedules are posted.
- E. Shelter staff completes shelter demobilization using their task lists as a reference. In addition, they clean up their respective areas.

5. Shelter Types and Associated Levels of Care

The following shelter types are defined along with their associated levels of care. Shelter types 5.2 (Functional Needs Shelter) and 5.3 (Medical Needs Shelter) are special needs shelters in accordance with this plan.

5.1 General Shelter:

- A. Client definition: a General Care Shelter client is a person who requires non-medical emergency sheltering when either voluntary or mandatory evacuation becomes necessary to an area outside the proximity of an incident.
- B. Level of care: general sheltering needs.

5.2 Functional Needs Shelter:

- A. Client definition: a Functional Needs Shelter client is a person who, during periods of voluntary or mandatory evacuation, will require assistance that exceeds the basic level of care provided at a General Care Shelter, but will not require the level of skilled medical care provided at a Medical Needs Shelter.
- B. Level of care: a Functional Needs Shelter will serve both General Care Shelter clients and functional needs clients (non-medical) who may require caregiver assistance, such as first and second trimester pregnancy (stable), vision- or hearing-impaired individuals, amputees, and wheelchair-bound individuals.

5.3 Medical Needs Shelter:

- A. Client definition: a Medical Needs Shelter client is a person who, during periods of evacuation or disaster, requires additional assistance that surpasses the level of care provided at a general or Functional Needs Shelter, but who will not require the level of care provided at an alternate care site or advanced medical care facility. A Medical Needs Shelter will shelter individuals who require dedicated medical care and attention such as hospice or home healthcare. This type of shelter should not be confused with an alternate care site or a pre-hospital triage center. A Medical Needs Shelter will require medical personnel to staff and assist in the shelter of individuals.
- B. Level of care: additional resources will be needed to support the operations of the Medical Needs Shelter. Examples of the types of equipment and resources include medication, injections, oxygen, special utility requirements, general medical supplies, and other equipment.
- C. Requirements for escalating levels of care: Consideration should also be given to requirements for escalating levels of care, such as transport of individuals to alternate care sites or to hospital emergency rooms.

6. Public and Private Agencies and Stakeholder Groups

6.1 Primary Agencies

- A. County Office of Emergency Management (OEM)
 - 1. Emergency Support Function #5 Coordinators – Emergency Management
 - 2. Emergency Support Function #6 Coordinators – Mass Care and Human Services
 - 3. Emergency Support Function #8 Coordinators – Health and Medical Services
- B. County Governance Authority
- C. American Red Cross (Local Affiliate)

6.2 Support Agencies

- A. Local/Municipal Police
- B. County Department of Health, Department of Disabilities, County Transit / Para transit Agencies, Other County Departments
- C. Mutual Aid Agreement Support Agencies
- D. Hospitals and Alternate Care Sites
- E. New Jersey Department of Health, New Jersey National Guard, Other New Jersey State Agencies
- F. New Jersey Office of Emergency Management
- G. Federal Emergency Support Function (ESF) Agencies

6.3 Other Agencies

- A. Community Organizations Active in Disasters (COAD)
- B. Volunteer Organizations Active in Disasters (VOAD)
- C. Animal Control Officer, Humane Society, local veterinarians
- D. Private/public organizations, stakeholder groups and organizations
- E. Caregivers
- F. Other non-government organizations

7. Shelter Position Assignments and Descriptions under the Incident Command System (ICS)

7.1 Special Needs Shelter Position Assignments	
Incident Name:	
Date and Time:	
Shelter Location:	
I. Command Staff	
Position	Name
Shelter Manager (Incident Commander)	
Administrative Assistant	
Safety and Security Officer	
Public Information Officer	
Safety and Environmental Coordinator	
Physical Security Coordinator	
Shelter Communications and Family Coordinator	
County Communications Plan Coordinator	

Special Needs Shelter Position Assignments

II. Operations Staff

Position	Name
Operations Section Chief	
Medical Branch Lead Doctor	
Medical Branch Lead Nurse	
Mental Health Branch Volunteer Coordinator	
Non-Medical Branch Volunteer Coordinator	
Nursing Unit Leader	
Diversion Activities Unit Leader	
Operations Support Unit Leader	
Respiratory Therapist	
Mortuary Unit Leader	
Paramedics/EMTs	
Dietician	

Special Needs Shelter Position Assignments	
III. Planning Staff	
Position	Name
Planning Section Chief	
Planning and Training Unit Leader	
Scheduling Unit Leader	
IV. Logistics Staff	
Logistics Section Chief	
Equipment and Supplies Coordinator	
Transportation Coordinator	
Food Services Coordinator	
Shelter Coordinator	
Personnel Recruiting and Staff Coordinator	
Information Technology and Communications Equipment Coordinator	
V. Finance and Administration Staff	
Finance and Administration Section Chief	
Cost Tracking, Information and Reporting Unit Leader	
Client Registration and Tracking Unit Leader	
Administrative Staff	

Special Needs Shelter Position Assignments

VI. Support Organization Staff

Position	Name
Support Organizations Coordinator	
Outside Liaison Manager	
National Guard Representative	
ESF-8 Coordinator	
State, County and City Agency Representative	
Red Cross Representative	
Salvation Army Representative	

Command Staff

Shelter Manager (Incident Commander) - The Shelter Manager is responsible for overall shelter operations. This position oversees the set up and opening of the shelter, as well as coordination with local officials. During shelter operations Shelter Manager, often referred to as the Incident Commander, maintains operations involving the intake and discharge of patients, planning, communications, safety, and support of the shelter. This position requires certification from the Red Cross Manager training program.

Administrative Assistant - The Administrative Assistant reports directly to Shelter Manager, and assists with any operational assistance needed. The Administrative Assistant is also responsible for all clerical duties of the shelter. This may include but not be limited to the maintenance of documentation, reports, and records, as well as the development of various databases to track patient and staff member status.

Safety and Security Officer - The Safety and Security Officer is responsible for the safety of all individuals in the shelter and on the surrounding shelter grounds. Reporting and coordinating directly with Shelter Manager, the Safety and Security Officer continually checks for potential hazards throughout the shelter, responds to any incidents that may occur, and completes an incident report. With the assistance of the Physical Security Coordinator and the Safety and Environmental Coordinator, the Safety and Security Officer maintains the level of security for the entire shelter.

Public Information Officer - The Public Information Officer is responsible for all communications for the shelter. Reporting directly to Shelter Manager, this position works with all levels of staffing to ensure consistency in the flow of information. The Public Information Officer oversees representatives in charge of informing patients' families as well as the County Public Information Department.

Safety and Environmental Coordinator - The Safety and Environmental Coordinator is responsible for planning for and responding to all safety issues both inside the shelter and on the surrounding property. The development and maintenance of a Building Evacuation Plan is the most crucial element to this position. This position works in conjunction with the Physical Security Coordinator, who also reports directly to the Safety and Security Officer.

Physical Security Coordinator - The Physical Security Coordinator is responsible for the security of the shelter and its surrounding grounds. Reporting directly to the Safety and Security Officer, this position acts as the liaison to outside enforcement support, while supervising the safety of patients and staff on shelter property. The Physical Security Coordinator also plays a key role in limiting the media exposure by providing discretionary access and restricting access to certain areas within the shelter.

Shelter Communications and Family Coordinator - The Shelter Communications and Family Coordinator is responsible for all communications between the shelter and individuals directly involved or affected by shelter operations. Reporting directly to the Public Information Officer, this position is responsible for keeping patients, staff members, volunteers, and staff and patient families informed about the status of the shelter.

County Communications Plan Coordinator - The County Communications Plan Coordinator is responsible for all communications between the shelter and the County Public Information Department. Reporting directly to the Public Information Officer, this position is responsible for media and community relations, website updates, and VIP visits.

Operations Staff

Operations Section Chief - The Operations Section Chief is in charge of the shelter's key functions, such as patient care, transportation, and staffing levels. This position reports directly to Shelter Manager and is a member of the Incident Command Staff. With the assistance of operations section coordinators, the Operations Section Chief makes final decisions regarding patient healthcare and transport.

Medical Branch Lead Doctor - The Lead Doctor is responsible for supervising all clinical activities and operations of the shelter. Reporting directly to the Operations Section Chief, this position oversees the therapists, mental health professionals, and paramedic staff members. The Lead Doctor position must be filled by a certified medical doctor or physician assistant.

Paramedics / EMTs - The Paramedics for a shelter are responsible for providing emergency care services to any staff members and patients, as necessary. This position works directly with the Lead Doctor and the nursing staff to ensure the optimum level of medical care is given to each individual. Included in the responsibilities of the EMT's position is to ensure the safe transportation of patients to various other facilities, depending on individual needs.

Respiratory Therapist - The Respiratory Therapist is responsible for providing any respiratory treatments needed by patients. In coordination with the Lead Nurse and Lead Doctor, this position monitors the status of patients and staff members during shelter operations.

Mortuary Unit Leader - The Mortuary Unit Leader is responsible for coordinating the identification, care and transport of any deceased person at the shelter. This position is most often delegated from the County Medical Examiner, and works directly with the Lead Doctor to coordinate logistics. The Mortuary Unit Leader acts as a liaison to the ESF-8 Coordinator and other appropriate authorities in the event of a death in the shelter.

Medical Branch Lead Nurse - The Lead Nurse is responsible for supervising the nursing staff and assisting the Lead Doctor with all clinical activities and operations of the shelter. Reporting directly to the Operations Section Chief, this position also oversees contact with the ESF-8 Coordinator. The Lead Nurse position must be filled by a registered nurse or licensed practical nurse.

Nursing Unit Staff - The Nursing Unit Staff are responsible for supervising the care of each patient in the shelter, as well as assisting the Lead Doctor with all clinical activities and operations of the shelter. Reporting directly to the Lead Nurse, these positions are crucial to successful operation of the shelter and must be filled by registered nurses, licensed practical nurses, or certified nursing assistants.

Mental Health Branch Volunteer Coordinator - The Mental Health Branch Volunteer Coordinator is responsible for the mental health of all staff members and patients of the shelter. Working directly with the Lead Doctor, this position continually monitors for signs of distress, agitation, confusion, and depression. Responding quickly to any problems is crucial to keeping a general sense of calm in the shelter.

Diversion Activities Coordinator - The Diversion Activities Coordinator is in charge of the Child Care Unit within the shelter. Family members of both staff and patients will be cared for by the Diversion Activities Coordinator. This position works directly with the Operations Section Chief, maintains the proper conditions for child care, and prepares activities for shelter patients and children.

Non-Medical Branch Volunteer Coordinator - The Non-Medical Branch Volunteer Coordinator is responsible for maintaining staffing levels for the Operations section of the shelter. Working directly with the Operations Section Chief, this position has the task of managing the volunteers and the staff members.

Operations Support Unit Leader - The Operations Support Unit Leader is responsible for assisting the Non-Medical Branch Volunteer Coordinator with all duties involving the assignment and management of staff and volunteer levels within the Operations unit.

Dietician – The Dietician is responsible for determining the best use of available nutritional resources and meal planning to best maintain the health of shelter clients, staff, and volunteers.

Planning Staff

Planning Section Chief - The Planning Section Chief works directly with Shelter Manager to maintain plan operations throughout the duration of shelter operations. This includes the coordination of staff and volunteer training, and the development and maintenance of the schedules for staff and volunteers, transportation units, and any medical operations.

Planning and Training Unit Leader - The Planning and Training Unit Leader is responsible for ensuring that all staff members are adequately trained for their respective positions. Under the guidance of the Planning Section Chief, this position also oversees the mobilization and demobilization plans of the shelter, as well as any contingency plans that need to be enacted in case of an emergency at the shelter.

Scheduling Unit Leader - The Scheduling Unit Leader works with the Planning and Training Unit Leader and the Planning Section Chief to maintain the schedules of all key processes of the shelter. Work schedules, operations schedules and transport needs are all monitored by the Scheduling Unit Leader.

Logistics Staff

Logistics Section Chief - The Logistics Section Chief is in charge of the shelter's set-up and overall patient flow. This position reports directly to Shelter Manager. With the assistance of coordinators within the logistics section, the Logistics Section Chief ensures that all functional areas of shelter operations have the necessary supplies to maintain adequate levels of care.

Equipment and Supplies Coordinator - The Equipment and Supplies Coordinator is responsible for ordering and maintaining supplies and equipment for all areas of shelter operations. This includes the ordering, inventorying, distribution and assessment of all resources. Working directly with the Logistics Section Chief, the Equipment and Supplies Coordinator will develop a streamlined approach to ensuring the accurate allocation of all shelter resources.

Transportation Coordinator - The Transportation Coordinator is responsible for obtaining accessible transportation resources and ensuring the availability and functionality of all shelter vehicles. This is to include the set up of a towing service, if needed, ensuring the availability of additional vehicles, and planning for any emergency repairs or maintenance that may be needed.

Food Services Coordinator - The Food Services Coordinator is responsible for supervising all food operations, from the ordering of supplies to the distribution of meals. A key element to this role is to ensure that an adequate level of food supplies is on hand at the shelter.

Shelter Coordinator - The Shelter Coordinator is responsible for supervising the general state of the facility where the shelter is operating. This position is responsible for the activation and deactivation of the shelter, and must restore the facility as it was found at the end of shelter operations. In addition to these duties, the shelter coordinator is also in charge of the set up of areas for pets and service animals, signage for the shelter, and space allocation.

Personnel Recruiting and Staff Coordinator - The Personnel Recruiting and Staff Coordinator is responsible to plan for adequate staff for the shelter, including volunteers. This includes coordinating with local staffing agencies for more staff members, and recruiting and assigning volunteers to the shelter. This position works directly with the Logistics Section Chief to constantly evaluate staffing levels.

Information Technology and Communications Equipment Coordinator - The Information Technology and Communications Equipment Coordinator is in charge of the set up and maintenance of all communications equipment for the shelter. Telephone, facsimile, and radios are all key components to continuous communications practices, both internally and externally to the shelter. This position is in charge of ensuring the proper function and maintenance of this equipment.

Finance and Administration Staff

Finance and Administration Section Chief - The Finance and Administration Section Chief supervises all clerical activities of shelter operations. With the help of direct reports, this position keeps track of patient registration, whereabouts, and any transports to other shelters. The Finance and Administration Section Chief also monitors and documents all cost transactions.

Cost Tracking, Information and Reporting Unit Leader - The Cost Tracking, Information, and Reporting Unit Leader organizes all reports and documentation submitted by the section managers to account for all occurrences at the shelter. Working with the Finance and Administration Section Chief, this position tracks all hours, costs and medical treatments and compiles them into records for the shelter.

Client Registration and Tracking Coordinator - The Client Registration and Tracking Coordinator is responsible keeping track of all persons entering and leaving the shelter at all times. Through registrations, sign-outs, and discharge processes, this position works with the Finance and Administration Section Chief to ensure that all keep track of these key elements.

Administrative Staff - the Administrative Staff works to assist all members of the Finance and Administrative Staff with assigned responsibilities. Each clerical responsibility among shelter processes falls with this team, including patient registration, discharge and tracking, staff payroll, and medical record maintenance. This position assists in the completion of each of the tasks assigned to the Finance and Administrative Staff.

Support Organization Staff

Support Organizations Coordinator - Support Organizations Coordinator is a member of the Outside Liaisons team, and reports directly to the Outside Liaison Manager. This position coordinates the efforts of local and national support organizations for optimal efficiency for the protocols of the shelter.

Outside Liaison Manager - Outside Liaison Manager must foster and maintain lines of communication with all pertinent government agencies and departments, as well as support organizations. As a member of the Incident Command Staff, this position sends all communications and information through the proper channels while coordinating with Shelter Manager to ensure accurate status checks and information.

National Guard Representative – The National Guard Representative is responsible for communications with National Guard and coordination of involvement between the shelter and the National Guard, if necessary. The National Guard Representative reports to the Support Organizations Coordinator and the Safety and Security Officer.

ESF – 8 Coordinator - The ESF-8 Coordinator is responsible for overseeing and administering the overall Special Needs Shelter program. This position acts as a liaison between the County Health, Emergency Management authorities and the shelter itself through the Lead Nurse. The ESF-8 Coordinator provides support and assistance to the nursing staff and assists in maintaining supply levels at the shelter.

State, County and City Agency Representative - The State, County, and City Agencies Representative is part of the Outside Liaisons team, and reports directly to the Support Organizations Coordinator. This team is chiefly in charge of providing and receiving information pertinent to the shelter, and as the Agency Representative, this position is in charge of keeping the agencies at state, county, and local levels informed.

Red Cross Representative – The Red Cross Representative is part of the American Red Cross and acts as the conduit to the organization as a whole. This person is usually in a volunteer status and works primarily with the Red Cross's role in the shelter activation.

Salvation Army Representative – The Salvation Army Representative is part of the Salvation Army and acts a liaison to the organization when a shelter is activated.

8. Functional Needs Shelter Staff Training Requirements

8.1 Training requirements for shelter staff and volunteers

- A. NIMS Incident Command System (ICS) training in accordance with the table below. (Consider having at least the 100 series available on CDs and making them available for staff and volunteers when a shelter opens.)
- B. IS-197.SP - Functional Needs Planning Considerations for Service and Support Providers – in accordance with the table below. This training is currently available at the following URL <http://training.fema.gov/EMIWeb/IS/is197SP.asp>.

8.2 Who is required to be trained?

- A. Shelter Manager
- B. Operations Section Chief, Planning Section Chief, Logistics Section Chief, Finance and Administration Section Chief
- C. Safety and Security Officer, Outside Liaison Manager, and Public Information Officer
- D. Volunteers – Emergency managers rely heavily on the services of dedicated community volunteers, especially in the response phase; it is therefore critical, to include VOADs involved as stakeholders in the planning process and train them ahead of time in the basics of dealing with people with functional needs.
- E. First aid personnel and other area personnel critical to the delivery of emergency services requirements.

8.3 Training Matrix

Staff	ICS-100: Introduction to ICS	ICS-200: ICS for Single Resources and Initial Action Incidents	ICS-300: Intermediate ICS for Expanding Incidents	ICS-400 Advanced ICS	IS-197.SP Special Needs Planning Considerations for Service and Support Providers	Job Specific Training (Medical Specific training)	Other Programs and Courses (ARC Shelter Management Course and FEMA Specific Training i.e PIO Training)
I. Command Staff							
Shelter Manager (Incident Commander)							ARC Shelter Management Course
Administrative Assistant							
Safety and Security Officer							
Public Information Officer							
Safety and Environmental Coordinator							
Physical Security Coordinator							
Shelter Communications and Family Coordinator							
County Communications Plan Coordinator							

8.3 Training Matrix

Staff	ICS-100: Introduction to ICS	ICS-200: ICS for Single Resources and Initial Action Incidents	ICS-300: Intermediate ICS for Expanding Incidents	ICS-400 Advanced ICS	IS-197.SP Special Needs Planning Considerations for Service and Support Providers	Job Specific Training (Medical Specific training)	Other Programs and Courses (ARC Shelter Management Course and FEMA Specific Training i.e PIO Training)
II. Operations Staff							
Operations Section Chief							
Medical Branch Lead Doctor							
Medical Branch Lead Nurse							
Mental Health Branch Volunteer Coordinator							
Non-Medical Branch Unit Leader							
Nursing Unit Staff							
Diversion Activities Unit Leader							
Operations Support Unit Leader							
Respiratory Therapist							
Mortuary Unit Leader							
Paramedics / EMTs							

8.3 Training Matrix

Staff	ICS-100: Introductio n to ICS	ICS-200: ICS for Single Resources and Initial Action Incidents	ICS-300: Intermediate ICS for Expanding Incidents	ICS-400 Advanced ICS	IS-197.SP Special Needs Planning Considerations for Service and Support Providers	Job Specific Training (Medical Specific training)	Other Programs and Courses (ARC Shelter Management Course and FEMA Specific Training i.e PIO Training)
III. Planning Staff							
Planning Section Chief							
Planning and Training Unit Leader							
Scheduling Unit Leader							
IV. Logistics Staff							
Logistics Section Chief							
Equipment and Supplies Coordinator							
Transportation Coordinator							
Food Services Coordinator							
Shelter Coordinator							
Personnel Recruiting and Staff Coordinator							
Information Technology and Communications Equipment Coordinator							

8.3 Training Matrix

Staff	ICS-100: Introduction to ICS	ICS-200: ICS for Single Resources and Initial Action Incidents	ICS-300: Intermediat e ICS for Expanding Incidents	ICS-400 Advanced ICS	IS-197.SP Special Needs Planning Considerations for Service and Support Providers	Job Specific Training (Medical Specific training)	Other Programs and Courses (ARC Shelter Management Course and FEMA Specific Training i.e PIO Training)
V. Finance and Administration Staff							
Finance and Administration Section Chief							
Cost Tracking, Information and Reporting Unit Leader							
Client Registration and Tracking Unit Leader							
Administrative Staff							

9. Planning Guidance for Service Animals

Service Animals

- A. Clients with Functional Needs who depend on service animals must have service animals with them even if pets are normally prohibited at the specific shelter. Under ADA guidelines, staff may ask only two questions to determine if an animal is a service animal: (1) “Do you need this animal because of a disability?” and (2) “What tasks or work has the animal been trained to perform?” If the answers to these questions reveal that the animal has been trained to work or perform tasks for a person with a functional need, it qualifies as a service animal and must generally be allowed to accompany its owner anywhere other members of the public are allowed to go, including areas where food is served and most areas where medical care is provided.
- B. Housing and veterinary provisions for service animals should be considered in a shelter.
- C. Clients with service animals may need to be located in separate areas to provide adequate segregation from personnel who should not be with certain animals.

10. Planning and Operational Guidance Attachments

10.1 Attachment A: Glossary of Terms	
Term	Description of Term
ADA	Americans Disabilities Act
ARC	American Red Cross
AED	Automated External Defibrillator
CISD	Critical Incident Stress Debriefing
ConOps	Concept of Operations using an automated system to communicate
EOP	Emergency Operations Plan
ESF	Emergency Support Function. There are 15 ESFs all together, but ESFs 1, 6, and 8 are most commonly used in this instance.
ESF – 1	Emergency Support Function #1 coordinates transportation resources during an emergency.
ESF – 6	Emergency Support Function #6 coordinates federal, state, and local efforts for mass care of victims due to a disaster
ESF – 8	Emergency Support Function #8 coordinates federal, state, and local medical and healthcare resources.
FEMA	Federal Emergency Management Agency
JIC	Joint Information Center which may be activated state-wide during an emergency
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding

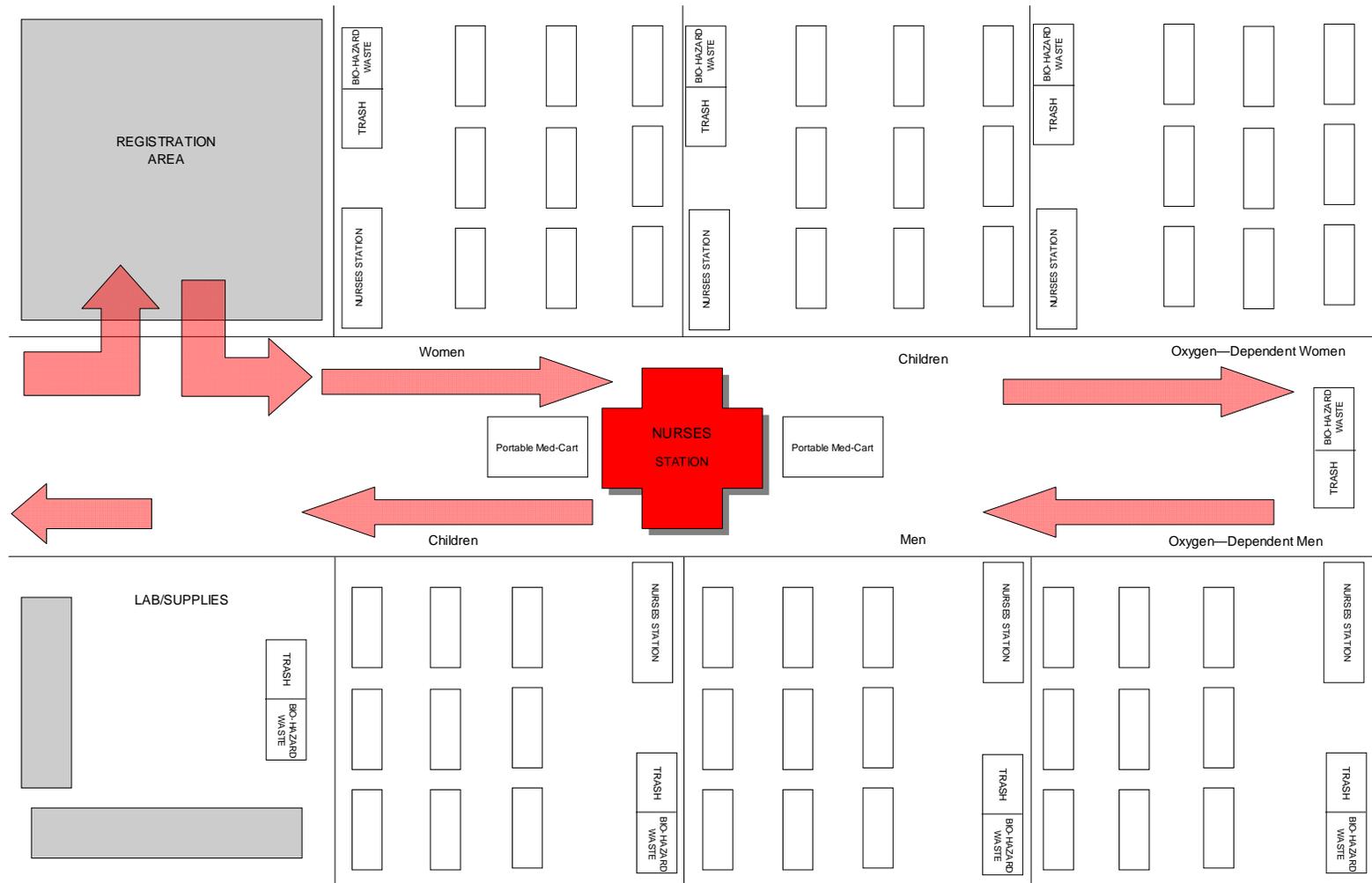
10.1 <u>Attachment A: Glossary of Terms</u>	
Term	Description of Term
NGO	Non-Governmental Organizations
NJ	New Jersey
OEM	Office of Emergency Management
PPE	Personal Protective Equipment (safety glasses, gloves, etc.)
Triage	A process of sorting injured people into groups based on their need for medical treatment

10.2 Attachment B: List of Shelters

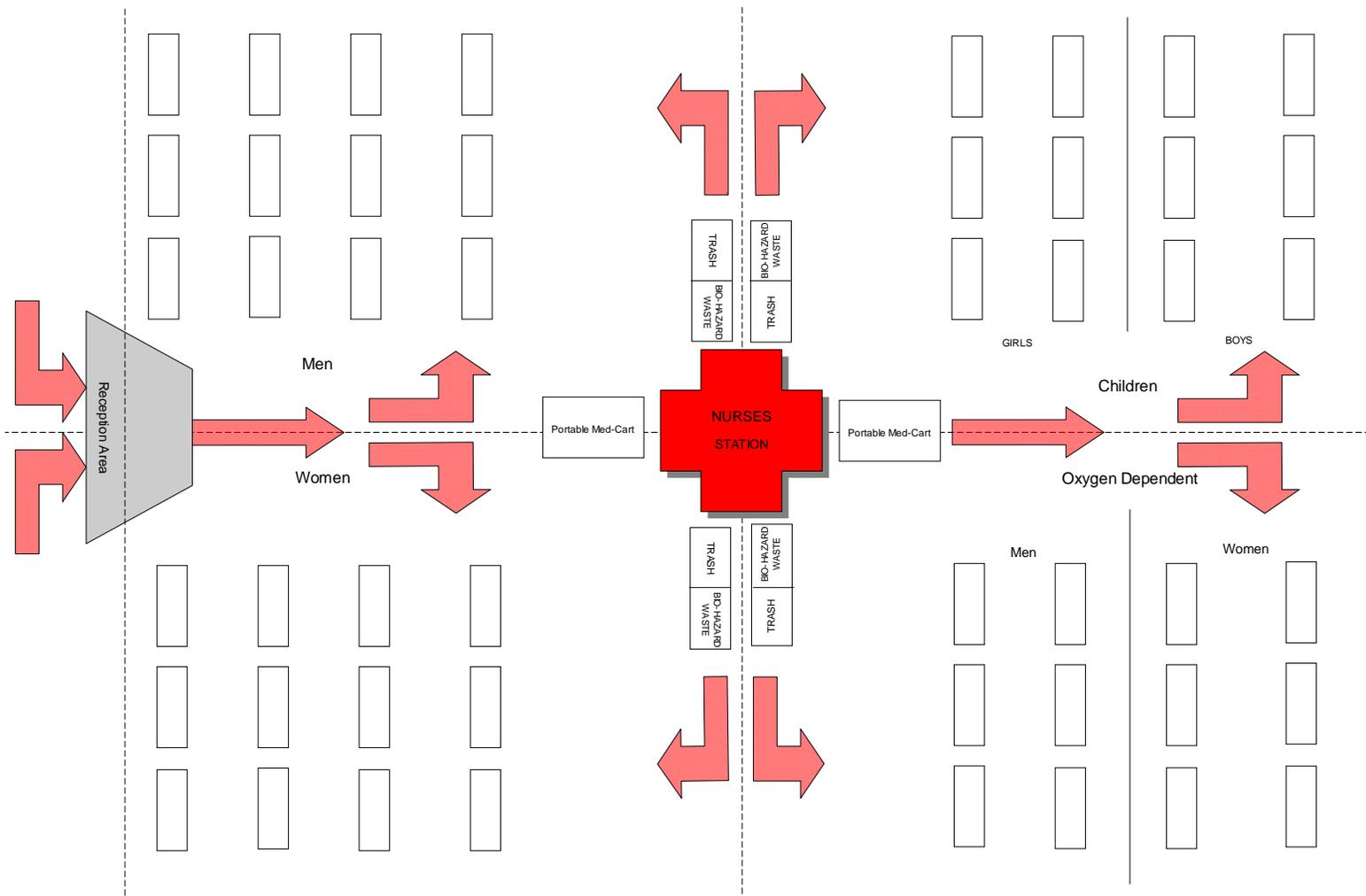
For the purpose of this document, a scored/tiered system for defining General Care, Functional Needs, and Medical Needs Shelters. The following describes the process of scoring:

1. **General Care Facilities:** These shelters are for the general population with little to no special needs requirements. The people for whom these shelters are intended are self-sufficient and able to maintain their own medical needs, if any. They could have some mobility difficulties, but do not require assistance or medical care.
2. **Functional Needs Shelters:** These shelters are compliant with the Americans with Disabilities Act (ADA). They are accessible by people with functional needs and can accommodate individuals who require acute medical care. These facilities will have basic medical staff present and can handle situations in which minor medical attention is required.
3. **Medical Needs Shelters:** These shelters are fully functional Medical Needs Shelters that can accommodate people with functional needs that require around-the-clock care, or specific medical assistance. These shelters are ADA-compliant as well as having an onsite generator. In addition, these shelters will be organized by medical doctors and staff who can conduct medical procedures, and could potentially act as an alternate care site, if needed.

10.3 Attachment C: Shelter Space Requirements and Layout Diagram
School Hallway Room Example



Gymnasium Floor Plan Example



10.4 Attachment D: Forms and Checklists

Shelter Mobilization Checklist

Shelter Information			
Shelter ID#: _____	Shelter Name: _____		
Shelter Manager: _____	Street Address: _____		
Shelter Phone: _____	_____		
Shelter Fax: _____	City: _____		
	State: _____ Zip: _____		
Date of Activation: _____			
Shelter Staff Activation			
Complete or Update Shelter Staff Organizational Chart		Complete a Staff Briefing Meeting	
1) Shelter Interior Walk-through			
Building Readiness		Safety and Security	
Building Walk-through Form		Update Building Evacuation Plan	
Water/Sewage	Lighting	Credentialing / Staff Identification	
Power	Heating/Cooling	Clinical Medical Safety	
Generator Life Cycle:		Temporary Morgue Safety / Procedures	
Layout and Signage		Contact Local Law Enforcement	
Registration		Food / Water Standards	
Flow Directors	Emergency Exits	Sanitation / Waste Management	
Major Locations Identified		Fall Hazards	
Nurses Station	Wards / Rooms	Service Pet Protocols	
Service Animal Areas	Restrooms	Registration Information	
Standards		Shelter Intake Form	
Large Print	Braille	Client Tracking Process	
Language/Translator	Picture Boards	County OEM Contact Information Posted	
Temporary Morgue Activated		Communications Hub Activated	
Kitchen / Dietary Sections Activated		Communications Equipment Dispensed	

Medical Supply Inventory

Clinical / Nursing					
Clinical / Nursing Registration Supplies	Size/Type	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Shelter Registration Forms		Pkg	1		
Bed Assignment Log		Pkg	2		
Clinical Forms		Pkg	1		
Sign In Forms: Staff/Volunteer		Each	1		
Office Supplies					
Binder Clips	Medium	Each	6		
Binder Clips	Small	Box	1		
Paper Clips	#1 Gem	Box	2		
Highlighters	Assorted Colors	Each	46		
Labels	1x3	Pkg	1		
Sharpie Markers	Black/Red	Each	3		
Felt Tip Markers	Assorted Colors	Each	2		
Masking Tape		Roll	1		
Matches		Box	1		
Pencil Sharpener		Each	1		
Pencils	#2	Each	15		
Glue Stick		Each	1		
Ball Point Pens	Black/Red	Box	2		

Clinical / Nursing Cont'd					
Clinical / Nursing Registration Supplies	Size/Type	Unit	Proposed Quantity	Mobilization Count	Demobilizati on Count
Office Supplies					
Hand Sanitizer	Bottle with Pump	Each	5		
Post-It Notes	3x3	Pkg	12		
Push-Pins	100 count	Box	1		
Rubber Bands	Assorted	Bag	1		
Ruler	12 inch	Each	1		
Scissors		Pair	1		
Scotch Tape: with dispenser		Each	1		
Staple Remover		Each	1		
Stapler		Each	1		
Staples		Box	1		
File Folders (100 count)	8 ½ x 11	Box	1		
Envelopes	9 x 12	Box	1		
Clipboards	8 ½ x 11	Each	3		
Legal Pads	8 ½ x 11	Each	6		
Steno Pad		Each	2		
Telephone Message Pads	Carbonless Copy	Each	2		

Clinical / Nursing Cont'd					
Administrative Supplies					
Reference Materials					
Physician's Desk Reference	Each	1			
Lippincott Manual of Nursing Practice	Each	1			
Control of Communicable Diseases	Each	1			
Emergency Response Guide Book	Each	1			
Red Book	Each	1			
Miscellaneous Items					
AM/FM Radio (Fully charged Batteries and AC cord included)	Each	1			
Surge Protector		Each	2		
Batteries	AA	Pkg	2		
	C	Each	8		
	D	Each	10		
	9 volt	Each	4		
	6 volt	Each	2		
Bug Repellant	Spray	Can	1		
Can Opener	Manual	Each	1		
Flashlights	Hand held	Each	2		
Lanterns	Waterproof	Each	2		
Sanitizing Wipes/Antiseptic Towels		Box	1		
Facial Tissue		Box	1		
Vest	Nurse	Each	8		
Vest	Staff	Each	6		

Emergency Crash Cart					
Emergency Equipment Supplies	Size/Type	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Battery Operated Suction		Each	1		
IV Pole		Each	1		
Oxygen Tank		Each	1		
Syringes	Insulin	Box	1		
Lancet		Each	50		
Glucometer Kit		Each	1		
Glucometer Test Strips	with Calibration Strip	Box	2		
Aromatic Spirits of Ammonia	Breakable Capsules	Each	6		
Scissors	Blunt End	Each	1		
Scissors	Sharp and Curved	Each	1		
Tweezers		Each	4		
Sterile Suture Removal Kit		Each	2		
Staple Remover		Each	2		
Penlights	Disposable	Each	2		
Numbered Locking Tabs		Pkg	1		
Thermometer	Ear	Each	1		
Extra Thermometer Battery	#2032	Each	1		
Thermometer Covers	Box	Each	10		
Airway	Adult	Each	1		
Airway	Pediatric/ Neonatal	Each	2		

Emergency Crash Cart Cont'd					
Emergency Equipment Supplies	Size/Type	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Baby Bulb Syringe/Aspirator		Each	1		
CPR Mask	Pocket	Each	1		
Disposable Gloves	Large: Vinyl	Pkg	1		
Sphygmomanometer	Adult: Average	Each	1		
Sphygmomanometer	Adult: Large/Thigh	Each	1		
Sphygmomanometer	Pediatric	Each	1		
Stethoscope		Each	2		
Instant Ice		Pkg	2		
Instant Heat		Pkg	2		
Emesis Basin		Each	2		
Back Support		Each	1		
Cervical Collar	Universal Size	Each	2		
Blood Pressure Cuff (Automatic)	Adult	Each	1		
Blood Pressure Cuff (Automatic)	Small Adult	Each	1		
Batteries for Blood Pressure Cuff	AA	Each`	8		
Pulse Oxymeter		Each	1		
Batteries for Pulse Oxymeter	C	Each	3		
Nasal Cannulas	Small	Pkg	3		
Nasal Cannulas	Adult	Each	10		
Tubing for Nasal Cannulas	20-25 Feet	Each	1		
Oxygen Mask		Each	2		

Emergency Crash Cart Cont'd					
Emergency Equipment Supplies	Size/Type	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Nebulizer Compressor		Each	1		
Nebulizer Treatment Kits		Each	10		
Nebulizer Mask	Pediatric	Each	5		
Ambu Bag with Mask	Adult	Each	1		
Ambu Bag with Mask	Pediatric	Each	2		
Yankaur Suction Tip		Each	6		
Particulate Respirator Mask	Disposable	Each	10		
Surgical Mask		Each	10		
Emergency Delivery/Obstetrical Kit		Each	1		
Surgical Glove	Size 7 ½	Pair	5		
Scalpel Blade	Size 15	Each	1		
Baby Bulb Aspirator		Each	1		
Saline Solution	1 Year Expiration	Each	2		
Sharps Container	Gallon Size	Each	1		
Sphygmomanometer	Adult: Average	Each	1		
Sphygmomanometer	Adult: Large/Thigh	Each	1		
Sphygmomanometer	Pediatric	Each	1		
Stethoscope		Each	2		
Instant Ice		Pkg	2		
Instant Heat		Pkg	2		

Emergency Crash Cart Cont'd					
Emergency Equipment Supplies	Size/Type	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Emesis Basin		Each	2		
Back Support		Each	1		
Cervical Collar	Universal Size	Each	2		
Blood Pressure Cuff (Automatic)	Adult	Each	1		
Blood Pressure Cuff (Automatic)	Small Adult	Each	1		
Batteries for Blood Pressure Cuff	AA	Each`	8		
Pulse Oxymeter		Each	1		
Batteries for Pulse Oxymeter	C	Each	3		
Nasal Cannulas	Small	Pkg	3		
Nasal Cannulas	Adult	Each	10		
Tubing for Nasal Cannulas	20-25 Feet	Each	1		
Oxygen Mask		Each	2		
Nebulizer Compressor		Each	1		
Nebulizer Treatment Kits		Each	10		
Nebulizer Mask	Pediatric	Each	5		
Ambu Bag with Mask	Adult	Each	1		

Ambu Bag with Mask	Pediatric	Each	2		
Emergency Crash Cart Cont'd					
Emergency Equipment Supplies	Size/Type	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Yankaur Suction Tip		Each	6		
Particulate Respirator Mask	Disposable	Each	10		
Surgical Mask		Each	10		
Emergency Delivery/Obstetrical Kit		Each	1		
Surgical Glove	Size 7 ½	Pair	5		
Scalpel Blade	Size 15	Each	1		
Baby Bulb Aspirator		Each	1		
Saline Solution	1 Year Expiration	Each	2		
Sharps Container	Gallon Size	Each	1		

Take-Along Items					
Additional Care Items	Size/Type	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Folding Cot		Each	10		
Slumber Jack Cot		Each	100		
Roll Away Bed	Up to 400 lbs	Each	10		
Miscellaneous Items					
Bedside Commode		Each	3		
Commode	Over Toilet Safety Seat	Each	1		
Cups	Hot/Cold Styrofoam	Case	1		
Garbage Can with Lid		Each	2		
Ice Chest	15 x 15 x 31	Each	2		
Luncheon Napkins		Case	1		
Toilet Paper		Case	1		
Toy Chest	for Day Care	Box	1		
Comfort Box	Small/Medium/Large	Each Box	1		
Tops	S/M/L	Each	1		
Bottoms	S/M/L	Each	1		
Socks	S/M/L	Pair	1		
Hygiene Items	Miscellaneous Items	Each	1		
Water Cooler	5 Gallon	Each	2		

Take-Along Items Cont'd					
Additional Care Items	Size/Type	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Miscellaneous Items					
Hoyer Lift with Slings (2)		Each	1		
Walker		Each	2		
Wheelchair	Adult	Each	2		
Wheelchair	Adult: Extra Large	Each	1		
IV Pole	for Beds	Each	6		

Medication Supply Kit					
Medication Distribution Resources	Size/Type	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Portable Otoscope/Ophthalmoscope		Each	1		
Reflex Hammer		Each	1		
Pill Envelopes		Each	100		
Pill Cutter		Each	2		
Pens	Ball point: Black	Each	4		
Medication Cups		Pkg	1		
Labels	1 x 3	Pkg	1		
Baggies		Pkg	1		
Assorted Dot Labels	(Vial Open Date)	Pkg	1		
Inventory List		Each	1		

Oral Medications (Doctor's Order Required)					
Medication Brand Name	Medication Generic Name	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Amlodipine	Norvasc	5 mg	10		
Aspirin		325 mg	10		
Aspirin (Adult)		81 mg	Pkg/ 50 tabs		
Atenolol	Tenormin	25 mg	10		
Catapres	Clonidine	0.1 mg	10		
Coumadin	Warfarin Sodium	5 mg	10		
Depakote	Divalproex Sodium	250 mg	41		
Diabeta	Glyburide	5 mg	10		
Dilantin	Phenytoin	100 mg	10		
Lasix	Furosemide	40 mg	10		
Hydrochlorothiazide		25 mg	10		
Keflex	Cephalexin	250 mg	10		
Klor-Con	Potassium Chloride	10 mEq	10		
Lanoxin	Digoxin	0.125 mg	10		
Prinivil/Zestril	Lisinopril	10 mg	10		
Nitrolingual	Nitroglycerin	Pump spray Bottle	1		

Oral Medications Cont'd (Doctor's Order Required)					
Medication Brand Name	Medication Generic Name	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Nitrostat	Nitroglycerin	0.4 mg	25		
Tegretol	Carbamazepine	200 mg	10		
Vistaril	Hydroxyzine Pamoate	25 mg	10		
Topical Medications					
Nitrex Patches	NTG Patches	0.4 mg/hr	5		

Injection Medications (Doctor's Order Required)					
Medications Brand Name	Medication Generic Name	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Benadryl	Diphenhydramine	50 mg / ml	10 – 1 ml		
Epi – Pen	Epi – Pen Auto Injector	Each	1		
Epi – Pen Jr.	Epi – Pen Jr. Auto Injector	Each	1		
Rocephin	Ceftriaxone	250 mg / vial	3 vials		
Sterile Water	<i>for Recephin / Ceftriaxone dilution</i>		3 ml		
Tigan	Trimethobenzamide	200 mg / ml	10 – 2 ml		
Insulin Syringes		1 cc / 100 units	20		
Syringe 3 cc: 25 gauge 1 inch needles		Each	50		
Syringe 3 cc: 25 gauge 1 ½ inch needles		Each	50		
Combivir	Lamivudine/Zidovudine	Single dose pack	30		
Miscellaneous Items					
Insta-Glucose		Each	3		
Glucometer		Each	1		
Ipecac		30 cc	2		

“Over-the-Counter” (OTC) Medications					
Medications Brand Name	Medication Generic Name	Unit	Proposed Quantity	Mobilizati on Count	Demobilizati on Count
Tylenol Infant Drops	Acetaminophen Infant Drops	Bottle	4 – 15 ml		
Calamine Lotion	Calamine	Bottle	6 – 4 oz		
Desitine Ointment	Pericare Ointment	Each	2		
Hydrocortisone Cream 1%		Each	12		
Triple Antibiotic Ointment		Tube	30 – 1 gm		
Cough Drops		Bag	2		
Deep Sea Nasal Spray	Sodium Chloride Nasal Spray	Bottle	12		
Glycerin Suppository		Each	24		
Imodium AD Tablets	Anti-Diarrheal	Pkg	2		
Aspirin		81 mg	100		
Aspirin		325 mg	60		
Benadryl	Diphenhydramine HCL	25 mg	30		
Motrin / Advil	Ibuprofen	200 mg	60		
Tylenol	Acetaminophen	325 mg	100		
Antacid Liquid Plus	Aluminum / Magnesia Plus	Bottle	30 – 30 ml		
Imodium AD Liquid	Anti Diarrheal	Bottle	3 – 120 ml		

“Over-the-Counter” (OTC) Medications

Medications Brand Name	Medication Generic Name	Unit	Proposed Quantity	Mobilizati on Count	Demobilizati on Count
Benadryl Elixir	Diphenhydramine Elixir	Bottle	4 – 120 ml		
Milk of Magnesia		Bottle	30 – 30 ml		
Motrin / Advil (40 mg/ ml)	Ibuprofen Suspension (40 mg/ ml)	Bottle	3 – 15 ml		
Robitussin Cough Syrup	Guaifenesin Cough Syrup	Bottle	30 – 5 ml		
Tylenol Elixir	Acetaminophen Elixir	Bottle	4 – 120 ml		

Respiratory Care Medications (Doctor's Order Required)					
Medications Brand Name	Medication Generic Name	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Inhalers					
Atrovent	Ipratropium Aerosol	Inhaler	1		
Combivent	Ipratropium / Aluterol	Inhaler	1		
Flovent	fluticasone Propionate	110 mcg Inhaler	1		
Proventil / Ventolin	Albuterol	Inhaler	4		
Q – Var for Vanceril	Beclomethascone Dipropionate	Inhaler	5		
Serevent	Salmeterol Xinafoate	Inhaler	1		
Updraft Treatments					
Proventil / Ventolin	Albuterol Sulfate Inhalation	0.083%	36 – 3 ml		
Atrovent 0.02% Inhalation	Iprtropium Bromide	0.02%	36 – 3 ml		
Broncho Saline	Sodium Chloride for Inhalation	0.9%	1 – 90 cc		
Up Draft Nebulizer Treatment Kit		Each	5		

Refrigerated Medications (Doctor's Order Required)					
Medications <u>Brand</u> Name	Medication <u>Generic</u> Name	Unit	Propose d Quantity	Mobilizati on Count	Demobilizati on Count
Kaletra	Lopinavir / Ritonavir		2 – 180 cc		
Humalog Insulin	Insulin Lispro		2 – 10 cc		
Lantus	Insulin Glargine		2 – 10 cc		
Humulin R	Novulin R		2 – 10 cc		
Humulin N	Novulin N		2 – 10 cc		
Humulin 70 / 30	Novulin 70 / 30		2 – 10 cc		

Electrical and Power Supply Inventory					
Item	Size/Type	Unit	Proposed Quantity	Mobilization Count	Demobilization Count
Rope	100 feet	Each	2		
Halogen Flood Lights		Each	1		
Lamps	Halogen	Each	2		
Extension Cord		Each	4		
General Duty	50 foot	Each	2		
15 Amp (for use with Generator)	100 foot	Each	2		
Heavy-Duty Utility	Y – 3 Plug	Each	2		
Surge Protector		Each	2		
Duct Tape	Roll	Each	2		
Blue Painters Tape	Roll	Each	3		

Shelter Exterior Walk-through					
Safety / Security			Shelter Access		
	Parking			Weather Safety / Preparation	
	Emergency		Media	Traffic Safety / Procedures	
	General		Staff	Helipad / Medivac	
Exterior Layout / Signage			Service Animal Intake		
	Restricted Entrances		Fall Hazards		
	Medical		Staff	Sanitation / Waste Management	
	Service		Temporary Morgue	Fall Hazards	
General			Service Animal Protocols		
	clients		Family	Wheelchair accessibility	
	Service Animal		Caregivers	ADA Compliancy	
Standards			Ramps		
	Large Print		Braille	Automatic Doors	
	Language/Translator		Picture Boards	Accessible Restrooms	

Facility Walk-through Assessment Form

Special Needs Shelter – Facility Walk Through Assessment Form			
Event Assessment			
	Pre-Event Prior to shelter opening	Post-Event After shelter closing	
Name of Event:			
Walk through Date & Time:			
Name of Building Representative or Designee:			
Name of Shelter Unit Leader or Designee:			
Area of Shelter	<i>Notes: (Document any obvious areas of normal wear and tear; as well as any areas of damage)</i>	Area of Shelter	<i>Notes: (Document any areas of damage)</i>
Bathroom:		Bathroom:	
Kitchen:		Kitchen:	
Office:		Office:	
Storage Area:		Storage Area:	

Special Needs Shelter – Facility Walk Through Assessment Form Cont’d			
Event Assessment			
	Pre-Event Prior to shelter opening	Post-Event After shelter closing	
Sheltering Room – Room Identification or Room #:_____		Sheltering Room – Room Identification or Room #:_____	
Sheltering Room – Room Identification or Room #:_____		Sheltering Room – Room Identification or Room #:_____	
Sheltering Room – Room Identification or Room #:_____		Sheltering Room – Room Identification or Room #:_____	
Sheltering Room – Room Identification or Room #:_____		Sheltering Room – Room Identification or Room #:_____	
Sheltering Room – Room Identification or Room #:_____		Sheltering Room – Room Identification or Room #:_____	
Sheltering Room – Room Identification or Room #:_____		Sheltering Room – Room Identification or Room #:_____	
Other: _____		Other: _____	

Special Needs Shelter Registration Form

COMPLETED BY CLERICAL RECEIVING STAFF

SHELTER LOCATION: _____

Arrival Information		Personal Information			
Date:		Name (Last, First, MI):			
Time:		Street Address:			
Transportation:		City:	State:	Zip:	
Residence Type:		Phone Number:	DOB:	Age:	
Living Situation		Medicare/Medicaid #:	Weight:	Height:	
<input type="checkbox"/> Alone		Emergency Contact Information			
<input type="checkbox"/> Other:		Primary:	Relationship:	Phone:	
<input type="checkbox"/> Relative:		Alternate:	Relationship:	Phone:	

Medical Needs of Client

COMPLETED BY MEDICAL STAFF

Number of care givers accompanying client to Special Needs Shelter: _____

Care Giver Information			
Name	Title	Relationship to Client	Notes:

Medically Dependent On Electricity: <input type="checkbox"/> O2 Concentrator <input type="checkbox"/> Feeding Pump <input type="checkbox"/> Suction <input type="checkbox"/> Other: _____		Oxygen Dependent: <input type="checkbox"/> 24 hour Only <input type="checkbox"/> Overnight <input type="checkbox"/> Nebulizer <input type="checkbox"/> CPAP <input type="checkbox"/> O2 Type: _____ Liters flow: _____ L /minute <input type="checkbox"/> O2 Company: _____ Phone: _____	
<input type="checkbox"/> Assistance with medications <input type="checkbox"/> Insulin Dependent <input type="checkbox"/> Assistance needed with Insulin	<input type="checkbox"/> Mental Health Problems <input type="checkbox"/> Anxiety/Depression <input type="checkbox"/> Alzheimer's/Dementia - <i>Full time caregiver must be present at all times during client stay at shelter.</i>	<input type="checkbox"/> Vision Loss/ Impaired <input type="checkbox"/> Hearing Loss/ Impaired <input type="checkbox"/> Speech Impaired <input type="checkbox"/> Cognitive Impaired	
<input type="checkbox"/> Incontinence <input type="checkbox"/> Dialysis Dependent	<input type="checkbox"/> Mobility Impaired <input type="checkbox"/> Walker <input type="checkbox"/> Cane <input type="checkbox"/> Wheelchair	<input type="checkbox"/> Open wounds <input type="checkbox"/> Decubitis	
<input type="checkbox"/> Other/Comments: _____ _____ _____		<input type="checkbox"/> Trained Service Animal Type of Animal: _____ 1. Is client disabled? _____ 2. Is the animal trained? _____ 3. What does the animal do for the client? _____	

I do do not authorize the release of any information as to my whereabouts and general condition upon release.

Signature: _____

Medical Information

Medical Care Information

Primary Doctor:		Phone:	
Home Health Agency:		Phone:	
Pharmacy:		Phone:	

Patient assigned to Hospice? Name of Hospice _____ Phone: _____
 Do Not Resuscitate Order (DNRO) Provided
 Living Will Provided
 Photo ID Provided Client ID Verified (*ID must be on/with client at all times*)
 Person present having knowledge of client's identity

Medications

Name of Medication	Dosage	Frequency	Notes:

Medical Conditions

Medical Condition	Special Instructions	Notes

Medical Equipment
(Brought into shelter by client)

Name	Type	Notes

Medical Equipment
(Provided by shelter)

Name	Type	Registration Number	Notes

Discharge Planning

Discharge Information		Personal Information			
Date:		Name (Last, First, MI):			
Time:		Street Address:			
Transportation:		City:	State:		Zip:
Residence Type:		Phone Number:	DOB:		Age:
Living Situation		Medicare/Medicaid #:	Weight:		Height:
<input type="checkbox"/> Alone		Emergency Contact Information			
<input type="checkbox"/> Other:		Primary:	Relationship:		Phone:
<input type="checkbox"/> Relative:		Alternate:	Relationship:		Phone:

Transportation Needs:

- Leaving by self
- Leaving with another

Name: _____	Relationship: _____
Company: _____	Phone: _____
Company: _____	Phone: _____
Company: _____	Phone: _____
Company: _____	Phone: _____
- Car Taxi
- Bus
- Wheelchair Van
- Ambulance

Discharge Destination Information

- Returning Home
 Returning to family member's home
 Other: (specify below)

Specify Discharge Destination

Address Line 1 or Name:					
Street Address:				Apt #	
City:		State:		Zip:	
Name of Responsible Party:		Relationship:		Phone:	

Discharge Checklist

- Electricity to Area Medications Loaded Medical Equipment Loaded
- Road to Home Open Personal Effects Loaded

Discharge Planner

Name:			
Title:			
Mode of Discharge:		Date and Time of Discharge:	
Signature:			

I do do not authorize the release of the above named client. I verify that all discharge procedures have been completed and the individual is ready to be released.

Signature: _____ Date: _____

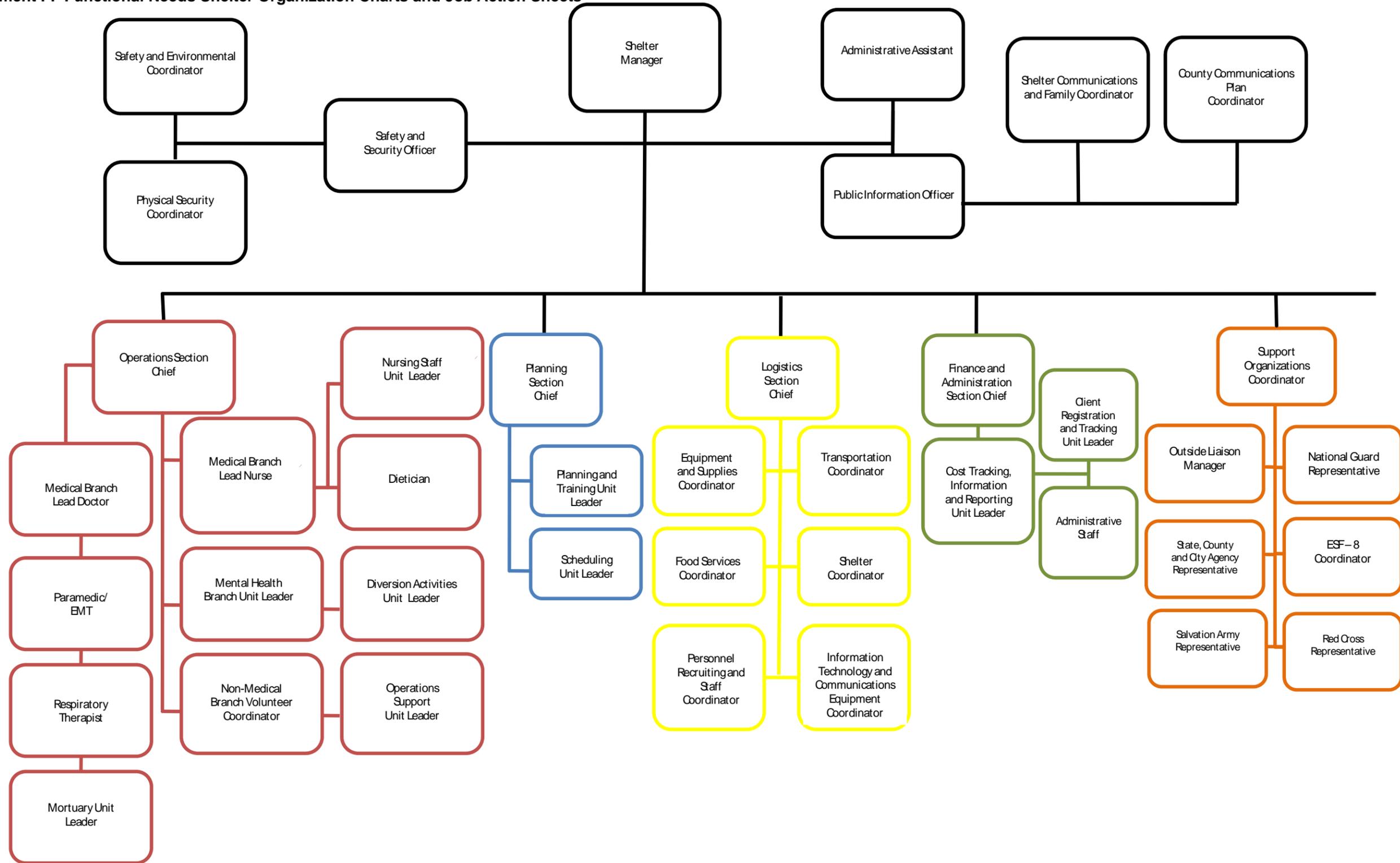
Printed Name: _____ Title: _____

11. Attachment E: Shelter Staff Credentialing

This is an area that requires specific refinement within state, county, and local government requirements. Considerations should include the following:

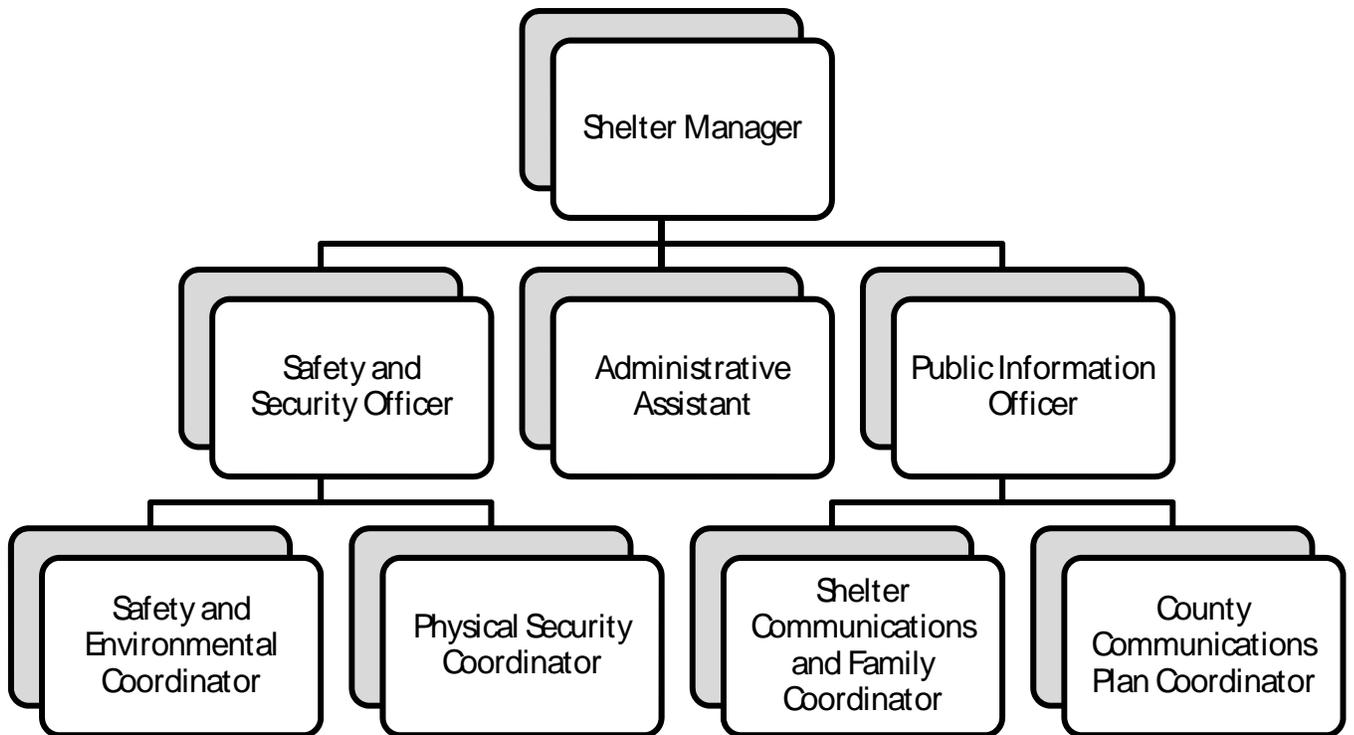
- State Based Healthcare and EMT Personnel Medical Licensing / Certification
- Local Health Care and EMT Personnel Medical Licensing / Certification
- Volunteer Groups
- Volunteer Organizations Active in Disasters (VOADs)

12. Attachment F: Functional Needs Shelter Organization Charts and Job Action Sheets



Command Staff

Special Needs Shelter Organization



Shelter Manager

Name:

You Report To: County OEM

Direct Reports: Administrative Assistant, Operations Section Chief, Planning Section Chief, Logistics Section Chief, Finance and Administration Section Chief, Safety and Security Officer

Qualifications: Shelter Manager training course *required*.

- A. Shelter Manager is the Incident Commander of shelter.
- B. Responsible for opening the shelter.
- C. Responsible for coordinating with the County OEM.
- D. Responsible for overall operation, planning, communications, safety, and support of the Shelter.
- E. Responsible for closing shelter.
- F. Upon activation:
 - 1. Initiate alert calls/communications with shelter personnel and prepare shelter staffing lists.
 - 2. Engage in briefing session with County OEM.
 - 3. Review shelter plans, mission, and operations.
 - 4. Ensure the activation to direct reports, and confirm assignments as soon as they arrive.
 - 5. Hold a briefing session with direct reports:
 - a. Review the chain of command and outline general performance guidelines.
 - b. Direct reports should report to and take instructions from the Shelter Manager ONLY.
 - c. Work with other staff as outlined in the shelter plans.
 - d. Issues, questions, problems, or incidents should be reported to Shelter Manager.
 - e. Inform your direct reports to only make decisions that are outlined in the associated Job Action Sheet. All other issues should be brought directly to the Shelter Manager. This is crucial to maintaining a standardized and consistent flow of information during shelter operations.
 - f. Confirm that direct reports are adequately capable and mentally prepared to perform the duties of their assignment.

6. Develop a briefing statement that will be given during scheduled staff briefing sessions to include:
 - a. Overview of operations;
 - b. Patient flow;
 - c. Station assignments;
 - d. Supply maintenance;
 - e. Schedule of reports; and
 - f. Staffing and equipment issues.
 7. Coordinate with Operations Section Chief and Logistics Section Chief to ensure that equipment and supplies are being shipped to the shelter and that areas and stations are being set up.
 8. Prepare staff assignments and work schedules.
- G. During Shelter operations:
1. Coordinate with County OEM for updates on resource and supply requests.
 2. Establish lines of communication with local officials:
 - a. Call-back numbers to ESF-8 Coordinators at the County OEM.
 - b. Contact County OEM when the shelter opens for operation and begins to process patients.
 - c. Keep ESF-8 Coordinators apprised of progress.
 3. Evaluate work schedules and delegate assignments to each station.
 4. Validate the information provided to each patient to ensure that a consistent and standard level of care is maintained.
 5. Keep officials and media members informed on an as-needed basis.
 6. Maintain a schedule for regularly occurring briefing sessions for the staff.
 7. Confirm supply and equipment levels with staff members to ensure functions can be carried out.
 8. Coordinate with Finance and Administration Section Chief about staffing levels for intake and discharge of patients, and assist in any areas that may require additional patient support.
 9. Be sure to make each station leader aware of proper procedures such as the request for more supplies, security issues, or problems with treatment.
 10. As operations get under way, evaluate the patient flow process, and modify as needed.

11. Documentation must be maintained for all activities – be sure that this is followed in each department.
 12. Verify with Operations Section Chief that EMS is on standby to transport patients to designated medical facilities as needed.
- H. Prior to shift change:
1. Ensure that a designated individual is left in charge while briefing the replacement Shelter Manager;
 2. Briefing of replacement should include:
 - a. An assessment of the current shelter situation;
 - b. Any modified processes, or updates from section managers;
 - c. A review of any relevant issues or occurrences from the past shift; and
 - d. Send all reports and documentation to the necessary section managers or OEM.
- I. Shelter closing:
1. Confirm closing approval to begin safe release of patients.
 2. Schedule a meeting with section managers to plan for closing activities and processes.
 3. Arrange to have equipment and supplies returned.
 4. Confirm the completion and submission of all documentation, records, and reports.
 5. Conduct debriefings with each of your direct reports.

Administrative Assistant

Name:

You Report To: Shelter Manager

- A. Report to Shelter Manager.
- B. Member of Shelter Manager Staff.
- C. Responsible for all clerical duties and other support tasks as required.
- D. Upon activation:
 - 1. Report to Shelter Manager upon your arrival at the shelter.
 - 2. Assist Shelter Manager with getting section managers assigned.
 - 3. Attend briefing sessions held by Shelter Manager.
 - 4. Review your Job Action Sheet.
 - 5. Develop a system for organizing and ensuring the completion of proper documentation for shelter operations.
- E. During shelter operations:
 - 1. Carry out all clerical duties and any support tasks requested by Shelter Manager.
 - 2. Maintain a database of all registration and discharge patient information.
 - 3. Develop database of staff assigned to the shelter, maintaining their shift schedules.
 - 4. Confirm that each section leader has a supply of the appropriate forms and any other supplies needed to carry out duties.
 - 5. Assist in the collection and filing of all documentation.
 - 6. Communicate with Shelter liaisons only when assigned by Shelter Manager.
- F. Prior to shift change:
 - 1. Ensure Shelter Manager's awareness of the personnel change.
 - 2. Brief replacement on:
 - a. Any pertinent information;
 - b. Established processes;
 - c. Deviations in patient flow; and
 - d. The status on any documentation.
- G. Shelter closing:
 - 1. Ensure all records and reports are submitted to Shelter Manager.
 - 2. Assist in the breakdown and re-packaging of any supplies, as requested.
 - 3. Participate in debriefing with Shelter Manager.

Public Information Officer

Name:

You Report To: Shelter Manager

Direct Reports: County Communications Plan Coordinator and Shelter Communications and Family Coordinator

Qualifications: Member of Joint Information Center (JIC), if operational

- A. Report to Shelter Manager.
- B. Member of Incident Command Staff.
- C. Member of Joint Information Center (JIC), if operational.
- D. Responsible for all communications in Shelter.
- E. Responsible for all communications to staff and clients' families.
- F. Coordinate public communications with County Public Information Department.
- G. Upon activation:
 - 1. Report to Shelter Manager upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Hold briefing with your direct reports.
 - 4. Review shelter plans, mission, and operations.
- H. During shelter operations:
 - 1. Establish all channels for communications within shelter.
 - 2. Ensure that staff members stay informed and receive all information passed from Shelter Manager.
 - 3. Ensure the families of Shelter patients stay informed.
 - 4. Maintain public communications with County Public Information Department.
- I. Prior to shift change:
 - 1. Ensure Shelter Manager's awareness of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Finance and Administration Section Chief.
- J. Shelter closing:
 - 1. Ensure all records and reports are submitted to Finance and Administration Section Chief.
 - 2. Close the loop with County Public Information Department regarding any pending communications issues.
 - 3. Inform patients' families of any updates regarding the closing of shelter.
 - 4. Participate in debriefing with your direct reports.
 - 5. Participate in debriefing with Shelter Manager.

Shelter Communications and Family Coordinator

Name:

You Report To: Public Information Officer

- A. Report to Public Information Officer.
- B. Responsible for all communications in shelter to staff, volunteers, caregivers, families, clients, etc.
- C. Responsible for all communications to staff and client families.
- D. Upon activation:
 - 1. Report to Public Information Officer upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Public Information Officer.
 - 4. Review shelter plans, mission, and operations.
- E. During shelter operations:
 - 1. Ensure that staff members stay informed and receive all information passed from Shelter Manager.
 - 2. Act as the point of contact for the families of both Shelter patients and staff members.
 - 3. Maintain communications from within shelter to staff members, volunteers, caregivers, families, patients, etc.
- F. Prior to shift change:
 - 1. Ensure Public Information Officer's awareness of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Administrative Assistant.
- G. Shelter closing:
 - 1. Ensure all records and reports are submitted to the Public Information Officer.
 - 2. Make families aware of the closing of shelter.
 - 3. Participate in debriefing with Shelter Manager.

County Communications Plan Coordinator

Name:

You Report To: Public Information Manager

- A. Report to Public Information Officer.
- B. Responsible for media relations.
- C. Responsible for Shelter public communication.
- D. Responsible for arranging Shelter VIP visits.
- E. Responsible for maintaining website information for public access on Shelter.
- F. Responsible for community relations.
- G. Upon activation:
 - 1. Report to Public Information Officer upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Public Information Officer.
 - 4. Review shelter plans, mission, and operations.
- H. During shelter operations:
 - 1. Establish all channels for communications between shelter and the County Public Information Department.
 - 2. Assist in informing staff members on updates passed from Shelter Manager.
 - 3. Maintain public communications with County Public Information Department.
 - 4. In charge of media and community relations for shelter.
 - 5. Arrange Shelter VIP visitations.
 - 6. Keep website information updated for public access to shelter.
- I. Prior to shift change:
 - 1. Ensure Public Information Officer's awareness of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Administrative Assistant.
- J. Shelter closing:
 - 1. Ensure all records and reports are submitted to the Public Information Officer.
 - 2. Close the loop with County Public Information Department regarding any pending communications issues.
 - 3. Participate in debriefing with Shelter Manager.

Safety and Security Officer

<p>Name:</p> <p>You Report To: Shelter Manager</p> <p>Direct Reports: Safety and Environmental Coordinator, Physical Security Coordinator</p>
--

- A. Report to Shelter Manager.
- B. Member of Incident Command Staff.
- C. Responsible for safety of all individuals in shelter and on shelter grounds.
- D. Responsible for security of shelter and shelter grounds.
- E. Responsible for all environmental operations and issues in shelter and on shelter grounds.
- F. Upon activation:
 - 1. Report to Shelter Manager upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Review shelter plans, mission, and operations.
 - 4. Ensure the activation of your direct reports.
- G. Conduct briefing for your direct reports:
 - 1. Provide assignments.
 - 2. Review general procedural guidelines.
- H. During shelter operations:
 - 3. Develop and maintain a Unit Log.
 - 4. Responsible for safety of all individuals in the shelter and on the shelter grounds.
 - 5. Have the same level of authority as Shelter Manager in situations involving unsafe acts.
 - 6. During staff briefings, reinforce the importance of safety considerations for shelter operations.
- I. Continually monitor:
 - 5. Clinical and medication safety.
 - 6. Safe food and drinking water standards.
 - 7. Weather safety precautions and traffic reports.
 - 8. The shelter and surrounding grounds for fall hazards, sanitation and waste management.
- J. Report all hazards or safety issues to Shelter Manager.
- K. Plan for the mitigation of potential risks or safety problems.
- L. Complete incident/accident reports for each occurrence.
- M. Work with the Logistics Section Chief for additional facility assistance in sanitation management.
- N. Develop a plan for the use of staff badges or passes, if necessary.
- O. Prior to shift change:
 - 1. Ensure Shelter Manager's awareness of the personnel change.

2. Brief replacement on any potential hazards.
 3. Pertinent occurrences.
 4. Ensure all documentation is submitted to the Administrative Assistant.
- P. Shelter closing:
1. Ensure all documentation is submitted to the Administrative Assistant.
 2. Assist in the breakdown of each station, to restore the facility to pre-shelter conditions.
 3. Hold a debriefing with your direct reports.
 4. Participate in debriefing with Shelter Manager.
 5. Ensure the safety of the building before final closure of the shelter.

Safety and Environmental Coordinator

Name:

You Report To: Safety and Security Officer

Qualifications: Law Enforcement

- A. Report to Safety and Security Officer
- B. Responsible for the safety of all individuals in shelter and on shelter grounds.
- C. Responsible for handling all safety complaints, such as harassment, safety conditions, building safety issues, etc.
- D. Responsible for developing and maintaining a Building Evacuation Plan due to fire, building damage, environmental issues, etc.
- E. Respond to emergencies.
- F. Upon activation:
 - 1. Report to Safety and Security Officer upon your arrival.
 - 2. Attend briefing session held by Shelter Manager.
 - 3. Attend briefing session held by Safety and Security Officer.
 - 4. Develop a Building Evacuation Plan that prepares for fire, building damage, environmental issues, etc.
- G. During shelter operations:
 - 1. Responsible for handling all safety complaints, such as harassment, safety conditions, building safety issues, etc.
 - 2. Ensure that all staff members are aware of the Building Evacuation Plan procedures.
 - 3. Maintain Building Evacuation Plan and adjust if necessary.
 - 4. Respond to all emergencies.
 - 5. Report incidents to Safety and Security Officer.
- H. Prior to shift change:
 - 1. Ensure Safety and Security Officer's awareness of the personnel change.
 - 2. Brief replacement on any potential hazards.
 - 3. Brief replacement on any pertinent occurrences.
 - 4. Ensure all documentation is submitted to the Administrative Assistant.
- I. Shelter closing:
 - 1. Ensure all records and reports are submitted to the Safety and Security Officer.
 - 2. Assist in the breakdown of all supervised areas.
 - 3. Participate in debriefing.
 - 4. Ensure the safety of the building before final closure of the shelter.

Physical Security Coordinator

Name:

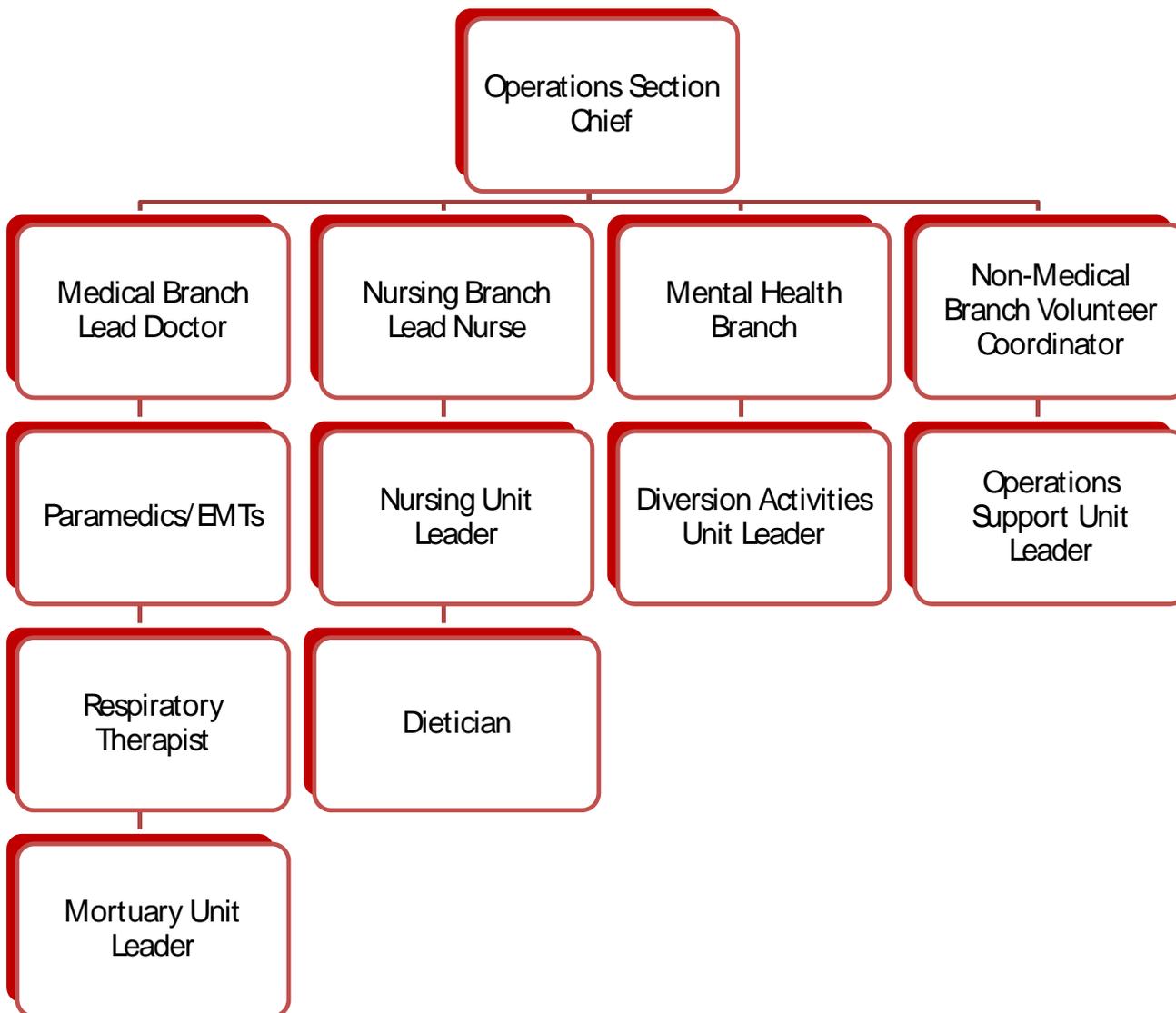
You Report To: Safety and Security Officer

Qualifications: Law Enforcement

- A. Report to Safety and Security Officer.
- B. Responsible for security in shelter and on shelter grounds.
- C. Primary contact with local law enforcement.
- D. Responsible for traffic control.
- E. Responsible for parking, including separate secure areas for emergency vehicles, media vehicles, etc.
- F. Responsible for controlling foot traffic into shelter.
- G. Responsible for controlling media access to shelter and areas in shelter.
- H. Responsible for overall security of secure areas including: client secure areas, secure storage areas, etc.
- I. Responsible for contact with the National Guard.
- J. Upon activation:
 - 1. Report to Safety and Security Officer upon your arrival.
 - 2. Attend briefing session held by Shelter Manager.
 - 3. Attend briefing session held by Safety and Security Officer.
 - 4. Ensure communications plan with local law enforcement and National Guard.
 - 5. Develop a parking and traffic control plan.
 - 6. Supervise the set up of line flow and crowd control devices.
- K. During shelter operations:
 - 1. Responsible for parking, including separate secure areas for emergency vehicles, media vehicles, etc.
 - 2. Continually supervise foot traffic in shelter, adjust for any bottlenecks as needed.
 - 3. Control media access to the shelter and to certain areas within the shelter.
 - 4. Delegate security staff to post at entrance and exit, as necessary.
 - 5. Report any security issues or incidents to the Safety and Security Officer.
- L. Prior to shift change:
 - 1. Ensure Safety and Security Officer's awareness of the personnel change.
 - 2. Brief replacement on any potential hazards.
 - 3. Brief replacement on any pertinent occurrences.
 - 4. Ensure all documentation is submitted to the Administrative Assistant.
- M. Shelter closing:
 - 1. Ensure all records and reports are submitted to the Safety and Security Officer.
 - 2. Assist in the breakdown of all supervised areas.
 - 3. Participate in debriefing.
 - 4. Ensure the safety of the building before final closure of the shelter.

Operations Staff

Special Needs Shelter Operations



Operations Section Chief

Name:

You Report To: Shelter Manager

Direct Reports: Lead Doctor, Lead Nurse, Non-Medical Branch Volunteer Coordinator, and Mental Health Branch Unit Leader

Qualifications: Registered Nurse/Doctor

- A. Report to Shelter Manager.
- B. Responsible for medical staff: Doctors, Nurses, etc.
- C. Responsible for non-medical staff and volunteers operating shelter.
- D. Responsible for diversion activities.
- E. Upon activation:
 - 1. Report to Shelter Manager upon arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Review shelter plans, mission, and operations.
 - 4. Ensure the activation to your direct reports, and confirm assignments as soon as they arrive.
 - 5. Hold a briefing session with your direct reports
- F. Develop a briefing statement that will be given during scheduled staff briefing sessions:
 - 1. Overview of operations.
 - 2. Patient flow.
 - 3. Station assignments.
 - 4. Supply maintenance.
 - 5. Schedule of reports.
 - 6. Staffing and equipment issues.
 - 7. Coordinate with Shelter Manager and Logistics Section Chief to ensure that equipment and supplies are being shipped to the shelter and that areas and stations are being set up.
 - 8. Ensure adequate staffing levels for the shelter by making arrangements with staff agencies.
 - 9. Ensure there are a sufficient number of volunteers.
- G. During shelter operations:
 - 1. Attend briefings as scheduled by Shelter Manager.
 - 2. Coordinate with Community Emergency Response Team (CERT) to perform specific shelter duties.
 - 3. Continue to monitor staffing levels and arrange for personnel adjustments, as needed.
 - 4. Assist Shelter Manager in briefing staff, officials, and media, as appropriate.
 - 5. Maintain an Operations Log, complete with all records and reports required by your position and the operations team.

6. Hold regular briefings and meetings with your team coordinators to ensure standard procedures are followed.
 7. In situations of medical necessity, the Operations Section Chief, in conjunction with the County OEM, has the final say in patient care issues and in the transportation to hospitals or nursing homes.
 8. Ensure that your direct reports are providing patients with consistent, accurate information.
 9. Confirm that all proper documentation is maintained for each operations section activity.
- H. Prior to shift change:
1. Ensure Shelter Manager's awareness of the personnel change.
 2. Briefing of replacement should include:
 - a. An assessment of the current shelter situation.
 - b. Any modified processes, or updates from section managers.
 - c. A review of any relevant issues or occurrences from the past shift.
 3. Send all reports and documentation to the necessary section managers or OEM.
- I. Shelter closing:
1. Confirm closing approval to begin safe release of patients.
 2. Attend debriefing with Shelter Manager.
 3. Arrange to have equipment and supplies returned.
 4. Confirm the completion and submission of all documentation, records, and reports.
 5. Conduct debriefings with each of your direct reports.

Medical Branch - Lead Doctor

Name:

You Report To: Operations Section Chief

Direct Reports: Paramedics/EMTs, Respiratory Therapist, and Mortuary Unit Leader.

Qualifications: Medical Doctor/Physician Assistant

- A. Report to Operations Section Chief.
- B. Responsible for Paramedics / EMTs and emergency care.
- C. Responsible for Mental Health Doctors and mental healthcare.
- D. Responsible for the temporary mortuary and mortuary personnel.
- E. Responsible for all therapists.
- F. Upon activation:
 - 1. Report to Operations Section Chief upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Operations Section Chief.
 - 4. Review shelter plans, mission and operations.
 - 5. Meet with your direct reports upon their arrival.
- G. During shelter operations:
 - 1. Supervise all healthcare/clinical processes.
 - 2. Confirm that all clinic staff has signed in and has the proper credentials to perform required duties.
 - 3. Respond to emergency medical situations.
 - 4. Familiarize yourself with storage and handling protocols for the medications being administered at shelter.
 - 5. Communicate expectations of shelter operations to all area leaders and managers.
 - 6. Review all paperwork, equipment, and supplies used for Shelter operations.
 - 7. Ensure the adherence to infection control policies for patient care areas.
 - 8. Direct any patients and staff as needed, and provide consultation for all areas applicable.
 - 9. Observe staff members, patients, and any visitors for signs of stress or fatigue.
 - 10. Keep Operations Section Chief informed of all incidents, and complete the proper documentation.
- H. Prior to shift change:
 - 1. Ensure Operations Section Chief is aware of personnel change.
 - 2. Inform replacement of any outstanding or pending issues regarding your post.
 - 3. Submit all documentation to the Operations Section Chief.
- I. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Administrative Assistant.
 - 3. Conduct debriefings with each of your direct reports.

Paramedics/EMTs

Name:

You Report To: Medical Branch Lead Doctor

Qualifications: Paramedic/Emergency Medical Technician

- A. Report to Medical Branch Lead Doctor.
- B. Responsible for emergency treatment of people in shelter.
- C. Responsible for transporting emergency cases to nearest hospital facility.
- D. Responsible for transportation of clients needing para transit transportation.
- E. Upon activation:
 - 1. Report to Lead Doctor upon arrival at shelter.
 - 2. Attend briefing held by Operations Section Chief.
 - 3. Attend briefing held by Shelter Manager.
- F. During shelter operations:
 - 1. Provide basic and emergency treatment to patients and staff, as needed.
 - 2. Supervise the transport of emergency patients to the nearest hospital facility.
 - 3. Oversee the transportation of patients needing para transit transportation.
- G. Prior to shift change:
 - 1. Ensure the Lead Doctor's awareness of the personnel change.
 - 2. Inform the Operations Section Chief of the personnel change.
 - 3. Inform replacement of any outstanding or pending issues of your post.
 - 4. Submit all documentation to the Operations Section Chief.
- H. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Operations Section Chief.

Respiratory Therapist

Name:

You Report To: Medical Branch Lead Doctor

Qualifications: Respiratory Therapist

- A. Report to Medical Branch Lead Doctor.
- B. Responsible for respiratory treatments.
- C. Upon activation:
 - 1. Report to Lead Doctor upon arrival at shelter.
 - 2. Attend briefing held by Operations Section Chief.
 - 3. Attend briefing held by Shelter Manager.
- D. During shelter operations:
 - 1. Work with the Lead Nurse, as needed.
 - 2. Provide specialized respiratory treatments to patients of shelter.
 - 3. Oversee the use of equipment designed for specialized use for respiratory treatments.
- E. Prior to shift change:
 - 1. Ensure the Lead Doctor's awareness of the personnel change.
 - 2. Inform the Operations Section Chief of the personnel change.
 - 3. Inform replacement of any outstanding or pending issues of your post.
 - 4. Submit all documentation to the Operations Section Chief.
- F. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Operations Section Chief.

Mortuary Unit Leader

Name:

You Report To: Medical Branch Lead Doctor

Qualifications: Representative of the County Medical Examiner

- A. Report to Medical Branch Lead Doctor.
- B. Representative of the County Medical Examiner and may be a member of the National Funeral Director Association.
- C. Responsible for shrouding deceased person.
- D. Responsible for adding identification band on wrist and ankle.
- E. Responsible for securing personal effects.
- F. Responsible for notifying ESF-8 Coordinator and / or appropriate authorities, medical examiner, and next of kin
- G. Upon activation:
 1. Report to Lead Doctor upon arrival at shelter.
 2. Attend briefing held by Operations Section Chief.
 3. Attend briefing held by Shelter Manager.
- H. During shelter operations:
 1. Responsible for shrouding deceased persons.
 2. Ensure that each of the deceased are identified with an identification band on wrist and ankle.
 3. Secure personal effects of all deceased persons in your care.
 4. Notify ESF-8 Coordinator and/or appropriate authorities, medical examiner, and next of kin.
- I. Prior to shift change:
 1. Ensure the Lead Doctor's awareness of the personnel change.
 2. Inform the Operations Section Chief of the personnel change.
 3. Inform replacement of any outstanding or pending issues of your post.
 4. Submit all documentation to the Operations Section Chief.
- J. Shelter closing:
 1. Attend debriefing with Shelter Manager.
 2. Confirm the completion and submission of all documentation, records, and reports to the Operations Section Chief.
 3. Plan and prepare for the transport of deceased persons.

Medical Branch Lead Nurse

Name:

You Report To: Operations Section Chief

Direct Reports: Nursing Staff, ESF-8 Coordinator, Dietician

Qualifications: Registered Nurse/Licensed Practical Nurse

- A. Report to Operations Section Chief.
- B. Responsible for nursing staff.
- C. Responsible for ESF – 8 Coordinator.
- D. Responsible for Nurses Station.
- E. Responsible for ordering, inventorying, securing, managing, and distributing medicines.
- F. Upon activation:
 - 1. Report to Operations Section Chief upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Operations Section Chief.
 - 4. Review shelter plans, mission, and operations.
 - 5. Meet with your direct reports upon their arrival.
- G. During shelter operations:
 - 1. Setup Nurses Station.
 - 2. Supervise all healthcare/clinical processes.
 - 3. Act as point of contact for ESF-8 Coordinator.
 - 4. Familiarize yourself with storage and handling protocols for the medications being administered at shelter.
 - 5. Responsible for ordering, inventorying, securing, managing, and distributing medicines.
 - 6. Direct any patients and staff as needed, and provide consultation for all areas applicable.
 - 7. Observe staff members, patients, and any visitors for signs of stress or fatigue.
 - 8. Keep Operations Section Chief informed of all incidents, and complete the proper documentation.
- H. Prior to shift change:
 - 1. Ensure Operations Section Chief is aware of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Operations Section Chief.
- I. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Administrative Assistant.
 - 3. Conduct debriefings with each of your direct reports.

Nursing Unit Leader

Name:

You Report To: Medical Branch Lead Nurse

Qualifications: Registered Nurse, Licensed Practical Nurse, Certified Nursing Assistant

- A. Report to Medical Branch Lead Nurse.
- B. Responsible for client care.
- C. Responsible for entering and maintaining client medical records.
- D. Upon activation:
 - 1. Report to Lead Nurse upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Operations Section Chief.
 - 4. Review shelter plans, mission, and operations.
- E. During shelter operations:
 - 1. Responsible for healthcare/clinical processes.
 - 2. Familiarize yourself with storage and handling protocols for the medications being administered at shelter.
 - 3. Responsible for obtaining all relevant information from the patients.
 - 4. Maintain database of patient information.
 - 5. Assist the Lead Nurse and Lead Doctor in ensuring patients are transported to the appropriate locations to receive any treatment that is outside of the purview of shelter.
 - 6. Observe patients and any visitors for signs of stress or fatigue.
 - 7. Keep Lead Nurse informed of all incidents, and complete the proper documentation.
- F. Prior to shift change:
 - 1. Ensure Lead Nurse's awareness of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Operations Section Chief.
- G. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Administrative Assistant.

Mental Health Branch Unit Leader

Name:

You Report To: Operations Section Chief

Direct Reports: Mental Health Staff

- A. Report to Operations Section Chief.
- B. Responsible for mental health staff.
- C. Responsible for monitoring the health and wellbeing of clients, staff, and volunteers.
- D. Responsible for Critical Incident Stress Debriefing (CISD).
- E. Upon activation:
 - 1. Report to Operations Section Chief upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Operations Section Chief.
 - 4. Review shelter plans, mission, and operations.
 - 5. Meet with your direct reports upon their arrival.
- F. During shelter operations:
 - 1. Supervise all mental healthcare/clinical processes.
 - 2. Responsible for the mental health of both staff and patients.
 - 3. Conduct regular rounds of shelter, watching for signs of agitation, depression, or confusion.
 - 4. Respond to situations to mitigate any potential problems as quickly as possible.
 - 5. Assist staff in holding activities to act as diversions.
 - 6. Responsible for CISD.
 - 7. Guide staff on therapeutic methods to apply to patients experiencing problems.
 - 8. Observe staff members, patients, and any visitors for signs of stress or fatigue.
 - 9. Keep Lead Doctor informed of all incidents, and complete the proper documentation.
- G. Prior to shift change:
 - 1. Ensure Operations Section Chief is aware of personnel change.
 - 2. Inform the Lead Doctor of the personnel change.
 - 3. Inform replacement of any outstanding or pending issues of your post.
 - 4. Submit all documentation to the Operations Section Chief.
- H. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Administrative Assistant.
 - 3. Conduct debriefings with each of your direct reports.

Diversion Activities Unit Leader

Name:

You Report To: Mental Health Branch Unit Leader

Direct Reports: Child Care Staff

Qualifications: Infant/Child CPR Certified

- A. Report to the Mental Health Branch Volunteer Coordinator.
- B. Responsible for child care:
 - 1. Hiring and managing child care staff.
 - 2. Request equipment and supplies for Child Care Area.
- C. Responsible for elder care activities.
- D. Responsible for television operation.
- E. Responsible for games and activities (e.g. crafts).
- F. Upon activation:
 - 1. Report to Operations Section Chief upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Operations Section Chief.
 - 4. Review shelter plans, mission and operations.
- G. During shelter operations:
 - 1. Responsible for child care:
 - a. Hiring and managing child care staff.
 - b. Manage inventory of equipment and supplies for child care area.
 - c. Provide child care to family members of staff and patients.
 - d. Work with the Shelter Coordinator to provide a safe and secure child care/play area away from patient areas and the staff rest area.
 - e. Develop a process for verifying the release of children to parent or guardians.
 - f. Take proper measures to ensure the cleanliness and hygiene of the child care area to prevent disease transmission.
 - 2. Plan elder care activities.
 - 3. Operate televisions throughout shelter.
 - 4. Prepare games, activities and crafts for patients and children.
- H. Prior to shift change:
 - 1. Ensure Operations Section Chief is aware of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Operations Section Chief.
- I. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Administrative Assistant.
 - 3. Conduct debriefings with your direct reports.

Non-Medical Branch Volunteer Coordinator

Name:

You Report To: Operations Section Chief

Direct Reports: Operations Section Support Unit Leader

Qualifications:

- A. Report to Operations Section Chief.
- B. Responsible for assigning and managing staff and volunteers in operations.
- C. Upon activation:
 - 1. Report to Operations Section Chief upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Operations Section Chief.
 - 4. Review shelter plans, mission, and operations.
- D. During shelter operations:
 - 1. Responsible for assigning and managing staff and volunteers in operations.
 - 2. Keep Operations Section Chief informed of all incidents and complete the proper documentation.
- E. Prior To shift change:
 - 1. Ensure Operations Section Chief is aware of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Operations Section Chief.
- F. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Administrative Assistant.
 - 3. Conduct debriefings with your direct reports.

Operations Support Unit Leader

Name:

You Report To: Non-Medical Branch Volunteer Coordinator

- A. Report to Non-Medical Branch Volunteer Coordinator.
- B. Responsible for assisting all operations areas.
- C. Upon activation:
 1. Report to Operations Section Chief upon your arrival at shelter.
 2. Attend briefing held by Shelter Manager.
 3. Attend briefing held by Operations Section Chief.
 4. Review shelter plans, mission, and operations.
- D. During shelter operations:
 1. Responsible for assisting the Non-Medical Branch Volunteer Coordinator in assigning and managing staff in operations.
 2. Responsible for assisting the Non-Medical Branch Volunteer Coordinator in assigning and managing volunteers in operations.
 3. Keep Operations Section Chief informed of all incidents, and complete the proper documentation.
- E. Prior to shift change:
 1. Ensure Operations Section Chief is aware of personnel change.
 2. Inform replacement of any outstanding or pending issues of your post.
 3. Submit all documentation to the Operations Section Chief.
- F. Shelter closing:
 1. Attend debriefing with Shelter Manager.
 2. Confirm the completion and submission of all documentation, records, and reports to the Administrative Assistant.
 3. Conduct debriefings with your direct reports.

Dietician

Name:

You Report To: Lead Nurse

Qualifications: Certified dietician

- A. Reports to Lead Nurse.
- B. Responsible for determining the best use of available nutritional resources and meal planning to maintain the health of shelter clients, staff, and volunteers.
- C. Upon activation:
 - 1. Report to Operations Section Chief upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Operations Section Chief.
 - 4. Review shelter plans, mission and operations.
- D. During shelter operations:
 - 1. Responsible for determining nutritional and dietary requirements of shelter inhabitants
 - 2. Ensures that available resources are maximized to meet the nutritional and dietary requirements of shelter inhabitants.
 - 3. Keep the Lead Nurse fully advised of all dietary and nutritional issues.
 - 4. Fully complete any documentation requirements.
- E. Prior to shift change:
 - 1. Ensure Lead Nurse is aware of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to Lead Nurse.
- F. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Administrative Assistant.

Planning Staff

Special Needs Shelter Planning



Planning Section Chief

Name:

You Report To: Shelter Manager

Direct Reports: Planning and Training Unit Leader, Scheduling Unit Leader

- A. Responsible for all shelter Plans.
- B. Responsible for Shelter staff and volunteer training.
- C. Responsible for scheduling of operations, staff, volunteers, transportation, etc.
- D. Upon activation:
 1. Report to Shelter Manager upon arrival at shelter.
 2. Attend briefing held by Shelter Manager.
 3. Review shelter plans, mission, and operations.
 4. Ensure the activation of your direct reports, and confirm assignments as soon as they arrive.
 5. Hold a briefing session with your direct reports.
 6. Develop a briefing statement that will be given during scheduled staff briefing sessions:
 - a. Overview of operations.
 - b. Patient flow.
 - c. Station assignments.
 - d. Supply maintenance.
 - e. Schedule of reports.
 - f. Staffing and equipment issues.
 7. Coordinate with Shelter Manager to ensure that equipment and supplies are being shipped to the shelter and that areas and stations are being set up.
 8. Ensure adequate staffing levels for the shelter by making arrangements with staff agencies.
 9. Ensure there are a sufficient number of volunteers.
- E. During shelter operations:
 1. Attend briefings as scheduled by Shelter Manager.
 2. Supervise all Shelter plans.
 3. Coordinate the training of all Shelter staff and volunteers.
 4. Work with each section chief to schedule operations, staff, volunteers, transportation, etc.
- F. Prior to shift change:
 1. Ensure Shelter Manager's awareness of the personnel change.
 2. Briefing of replacement should include:
 - a. An assessment of the current shelter situation.
 - b. Any modified processes, or updates from section managers.
 - c. A review of any relevant issues or occurrences from the past shift.

3. Send all reports and documentation to the Administrative Assistant.
- G. Shelter closing:
1. Confirm closing approval to begin safe release of patients.
 2. Attend debriefing with Shelter Manager.
 3. Arrange to have equipment and supplies returned.
 4. Confirm the completion and submission of all documentation, records, and reports.
 5. Conduct debriefings with each of your direct reports.

Planning and Training Unit Leader

Name:

You Report To: Planning Section Chief

- A. Report to Planning Section Chief.
- B. Responsible for developing and maintaining job action sheets for each shelter position, including roles and responsibilities and reporting structure
- C. Responsible for credentialing.
- D. Responsible for mobilization plan.
- E. Responsible for determining, and modifying as needed, staffing levels in shelter.
- F. Responsible for contingency plan in case shelter becomes unusable during an emergency and an evacuation is needed.
- G. Responsible for demobilization plan.
- H. Responsible for post-sheltering accommodations.
- I. Clean up and return of shelter to normal operations.
- J. Upon activation:
 - 1. Report to Planning Section Chief upon arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Planning Section Chief.
 - 4. Review shelter plans, mission and operations.
- K. During shelter operations:
 - 1. Attend briefings as scheduled by Shelter Manager.
 - 2. Develop and maintain the Job Action Sheets for each Shelter position.
- L. Job Action Sheets should include:
 - 1. Roles and Responsibilities.
 - 2. Reporting Structure (overview of Incident Command Structure).
 - 3. Ensure each staff member has the proper credentials for position.
 - 4. Oversee the activation of the Mobilization Plan.
 - 5. Continuously monitor staffing levels to determine if a need exists for any modifications
 - 6. Must enact the Contingency Plan in the event of an emergency necessitating an evacuation of shelter.
- M. Activate the Demobilization Plan:
 - 1. Post-sheltering accommodations.
 - 2. Restore shelter to normal operations.
- N. Prior to shift change:
 - 1. Ensure Planning Section Chief is aware of the personnel change.
 - 2. Briefing of replacement should include:
 - a. An assessment of the current shelter situation.
 - b. Any modified processes or updates from section managers.
 - c. A review of any relevant issues or occurrences from the past shift.

3. Send all reports and documentation to the Planning Section Chief.
- O. Shelter closing:
 1. Confirm closing approval to begin safe release of patients.
 2. Attend debriefing with Shelter Manager.
 3. Arrange to have equipment and supplies returned.
 4. Confirm the completion and submission of all documentation, records, and reports.

Scheduling Unit Leader

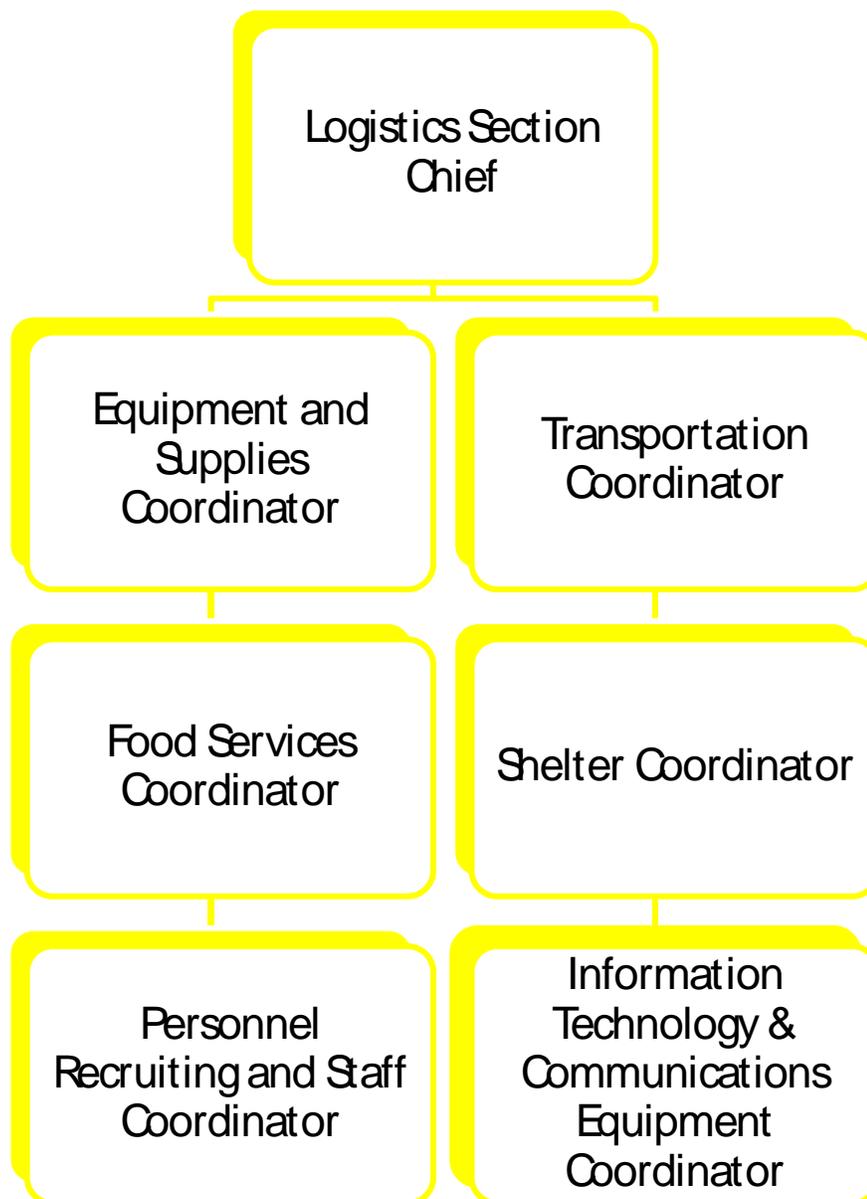
Name:

You Report To: Planning Section Chief

- A. Report to Planning Section Chief.
- B. Responsible for operations schedule.
- C. Responsible for scheduling staff work schedule.
- D. Responsible for scheduling volunteer work schedule.
- E. Responsible for scheduling transportation needs.
- F. Upon activation:
 - 1. Report to Planning Section Chief upon arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Planning Section Chief.
 - 4. Review shelter plans, mission, and operations.
- G. During shelter operations:
 - 1. Attend briefings as scheduled by Shelter Manager.
 - 2. Maintain the operations schedule.
 - 3. Create the work schedule for staff members.
 - 4. Develop a work schedule for all volunteer members.
 - 5. Schedule all transportation needs of shelter.
- H. Prior to shift change:
 - 1. Ensure Planning Section Chief is aware of the personnel change.
 - 2. Briefing of replacement should include:
 - a. An assessment of the current shelter situation.
 - b. Any modified processes, or updates from section managers.
 - c. A review of any relevant issues or occurrences from the past shift.
 - 3. Send all reports and documentation to the Planning Section Chief.
- I. Shelter closing:
 - 1. Confirm closing approval to begin safe release of patients.
 - 2. Attend debriefing with Shelter Manager.
 - 3. Arrange to have equipment and supplies returned.
 - 4. Confirm the completion and submission of all documentation, records, and reports.

Logistics Staff

Special Needs Shelter Logistics



Logistics Section Chief

Name:

You Report To: Shelter Manager

Direct Reports: Information Technology and Communications Equipment Coordinator, Equipment and Supplies Coordinator, Transportation Coordinator, Personnel Recruiting and Staff Support Coordinator, Shelter Coordinator, Food Services Coordinator

Qualifications: Facilities Staff/ Logistician

- A. Report to Shelter Manager.
- B. Responsible for Information Technology.
- C. Responsible for communications equipment.
- D. Responsible for transportation.
- E. Responsible for recruitment of personnel: staff and volunteers.
- F. Responsible for shelter set-up, operational support, and closing.
- G. Responsible for food services.
- H. Upon activation:
 - 1. Report to Shelter Manager upon arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Review shelter plans, mission, and operations.
 - 4. Ensure the activation of your direct reports, and confirm assignments as soon as they arrive.
 - 5. Hold a briefing session with your direct reports.
- I. Develop a briefing statement that will be given during scheduled staff briefing sessions:
 - 1. Overview of operations.
 - 2. Patient flow.
 - 3. Station assignments.
 - 4. Supply maintenance.
 - 5. Schedule of reports.
 - 6. Staffing and equipment issues.
- J. Coordinate with Shelter Manager to ensure that equipment and supplies are being shipped to the shelter and that areas and stations are being set up.
- K. Ensure adequate staffing levels for the shelter by making arrangements with staff agencies.
- L. Ensure there are a sufficient number of volunteers.
- M. During shelter operations:
 - 1. Attend briefings as scheduled by Shelter Manager.
 - 2. Coordinate with CERT to perform specific Shelter duties.
 - 3. Continue to monitor staffing levels and arrange for personnel adjustments, as needed.

4. Work with a facility staff member to maintain staff areas such as restrooms, kitchen, break room areas, and sleeping areas.
 5. Oversee the uses of communications equipment, information technology, and transportation.
 6. Ensure food services are coordinated for the duration of shelter operations.
 7. Assist Shelter Manager in briefing staff, officials, and media, as appropriate.
 8. Maintain a logistics log, complete with all records and reports required by your position and the logistics team.
 9. Hold regular briefings and meetings with your team coordinators to ensure standard procedures are followed.
 10. Ensure that your direct reports are providing patients with consistent, accurate information.
 11. Confirm that all proper documentation is maintained for each logistics section activity.
 12. Supervise the set-up and tear-down of equipment prior to opening and after the closing of the shelter.
- N. Prior to shift change:
1. Ensure Shelter Manager's awareness of the personnel change.
 2. Briefing of replacement should include:
 - a. An assessment of the current shelter situation.
 - b. Any modified processes, or updates from section managers.
 - c. A review of any relevant issues or occurrences from the past shift.
 3. Send all reports and documentation to the Administrative Assistant.
- O. Shelter closing:
1. Confirm closing approval to begin safe release of patients.
 2. Attend debriefing with Shelter Manager.
 3. Arrange to have equipment and supplies returned.
 4. Confirm the completion and submission of all documentation, records, and reports.
 5. Conduct debriefings with each of your direct reports.

Equipment and Supplies Coordinator

Name:

You Report To: Logistics Section Chief

- A. Report to Logistics Section Chief.
- B. Responsible for Personal Protective Equipment (PPE) purchase, inventory, and distribution.
- C. Responsible for non-ambulatory equipment and supplies purchase, inventory, and distribution.
- D. Accept donated supplies brought to the Medical Needs Shelter; inventory and distribute donated supplies.
- E. Responsible for inventory.
- F. Initial inventory when mobilizing shelter.
- G. Labeling and tracking of equipment.
- H. Verifying items and quantities, noting discrepancies.
- I. Complete final inventory when demobilizing shelter and delivering to storage location.
- J. Upon activation:
 1. Report to Logistics Section Chief upon your arrival at shelter.
 2. Attend briefing held by Shelter Manager.
 3. Attend briefing held by Logistics Section Chief.
 4. Review shelter plans, mission, and operations.
- K. During shelter operations:
 1. Coordinate with all Incident Command Staff including section managers to assess supply requirements.
 2. Assess an initial inventory of shelter supplies upon activation.
 3. Oversee PPE purchase, inventory, and distribution.
 4. Responsible for non-ambulatory equipment and supplies purchase, inventory, and distribution.
 5. Develop a plan to maintain the security of all supplies.
 6. Create a unit log to track the use and inventory of all supplies expended in the shelter.
 7. Ensure no lapse occurs in supply availability.
 8. Identify any equipment that is malfunctioning and coordinate repair or replacement.
 9. Coordinate the acceptance and distribution of all donated supplies and equipment for shelter operations.
 10. Note any and all discrepancies that may occur during regular supply inventory.
 11. Conduct a final inventory once the shelter has been notified to begin closing operations.
- L. Prior to shift change:
 1. Ensure Logistics Section Chief's awareness of personnel change.
 2. Inform replacement of any outstanding or pending issues of your post.
 3. Submit all documentation to the Logistics Section Chief.
- M. Shelter closing:

1. Attend debriefing with Shelter Manager.
2. Confirm the completion and submission of all documentation, records, and reports to the Logistics Section Chief.

Transportation Coordinator

Name:

You Report To: Logistics Section Chief

- A. Report to Logistics Section Chief.
- B. Responsible for obtaining accessible transportation resources and ensuring the availability and functionality of all shelter vehicles.
- C. Access additional vehicles if needed.
- D. Access tow truck or towing service.
- E. Access emergency maintenance / repair.
- F. Upon activation:
 - 1. Report to Logistics Section Chief upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Logistics Section Chief.
 - 4. Review shelter plans, mission and operations.
- G. During shelter operations:
 - 1. Responsible for coordinating the access to additional vehicles, as needed.
 - 2. Ensure availability of a tow truck or towing service.
 - 3. Make sure to have a plan in case emergency maintenance or repair work is needed on any vehicle.
- H. Prior to shift change:
 - 1. Ensure Logistics Section Chief is aware of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Logistics Section Chief.
- I. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Logistics Section Chief.

Food Services Coordinator

Name:

You Report To: Logistics Section Chief

- A. Report to Logistics Section Chief.
- B. Responsible for contract with food service providers.
- C. Responsible for food services staff: chefs / cooks, servers, dish washers, cleaners, etc.
- D. Responsible for food preparation.
- E. Responsible for food distribution to clients.
- F. Responsible for food area cleanliness.
- G. Responsible for ordering food supplies and preparation materials.
- H. Upon activation:
 - 1. Report to Logistics Section Chief upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Logistics Section Chief.
 - 4. Review shelter plans, mission, and operations.
- I. During shelter operations:
 - 1. Develop a contract for food service delivery throughout the duration of Shelter operations.
 - 2. Oversee all food services staff: chefs/cooks, servers, dish washers, cleaners, etc.
 - 3. Supervise all food preparation.
 - 4. Ensure adequate food distribution to patients.
 - 5. Maintain cleanliness of food areas.
 - 6. Responsible for ordering and maintaining an inventory of food supplies and preparation materials.
- J. Prior to shift change:
 - 1. Ensure Logistics Section Chief is aware of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Logistics Section Chief.
- K. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Logistics Section Chief.
 - 3. Conduct debriefings with your direct reports.

Shelter Coordinator

Name:

You Report To: Logistics Section Chief

- A. Report to Logistics Section Chief.
- B. Activate Mobilization Plan at the Medical Needs Shelter to activate and set up shelter.
- C. Initiate shelter staffing call list
- D. Install Signage per Layout Diagram. See Addendum, Space Layout and Requirements section.
- E. Mark off space allocation per Layout Diagram.
- F. Responsible for pet's area and pet care.
- G. Responsible for service animals and care.
- H. Responsible for Shelter cleanliness and sanitation.
- I. Deactivate shelter and return shelter to normal operation.
- J. Responsible for Shelter's laundry and linens:
 1. Initiate service contract with laundry contractor for:
 - a. Collection of soiled linens
 - b. Storage of clean linens
 - c. Distribution of clean linens
- K. Upon activation:
 1. Report to Logistics Section Chief upon your arrival at shelter.
 2. Attend briefing held by Shelter Manager.
 3. Attend briefing held by Logistics Section Chief.
 4. Review shelter plans, mission and operations.
- L. During shelter operations:
 1. Activate the mobilization plan at the Medical Needs Shelter.
 2. Start shelter staffing call list.
 3. Install signage as instructed by the Layout Diagram.
 4. Mark off space allocation as instructed by the Layout Diagram.
 5. Responsible for pet area and pet care, including service animals and care.
 6. Oversee the cleanliness and sanitation of shelter.
 - a. Bathroom areas.
 - b. Kitchen areas.
 - c. Coordinate Shelter's laundry and linens:
 7. Coordinate for the safe removal and management of both general waste and medical waste.
 8. Work with the Supply and Equipment Coordinator to ensure adequate amounts of food and water are delivered to shelter.
- M. Prior to shift change:
 1. Ensure Logistics Section Chief is aware of personnel change.
 2. Inform replacement of any outstanding or pending issues of your post.

3. Submit all documentation to the Logistics Section Chief.
- N. Shelter closing:
1. Attend debriefing with Shelter Manager.
 2. Confirm the completion and submission of all documentation, records, and reports to the Logistics Section Chief.
 3. Responsible for officially deactivating the shelter and restoring the shelter to normal operation status.

Personnel Recruiting and Staff Support Coordinator

Name:

You Report To: Logistics Section Chief

- A. Reports to Logistics Section Chief.
- B. Responsible for having proper staff for shelter.
- C. Make agreements with staff or staff agencies for personnel.
- D. Responsible for having sufficient volunteers for shelter:
- E. Recruits volunteers.
- F. Assigns volunteers to positions.
- G. Responsible for working with CERT and Citizen Corp programs to perform specific shelter duties.
- H. Upon activation:
 - 1. Report to Logistics Section Chief upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Logistics Section Chief.
 - 4. Review shelter plans, mission and operations.
- I. During shelter operations:
 - 1. Responsible for ensuring proper staffing levels for the shelter.
 - 2. Coordinate with staffing agencies for additional personnel, as needed.
 - 3. Ensuring a sufficient number of volunteers for the shelter through recruitment.
 - 4. Assign volunteers to positions upon arrival at the shelter.
 - 5. Work with CERT to perform specific shelter duties.
- J. Prior to shift change:
 - 1. Ensure Logistics Section Chief is aware of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Logistics Section Chief.
- K. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Logistics Section Chief.

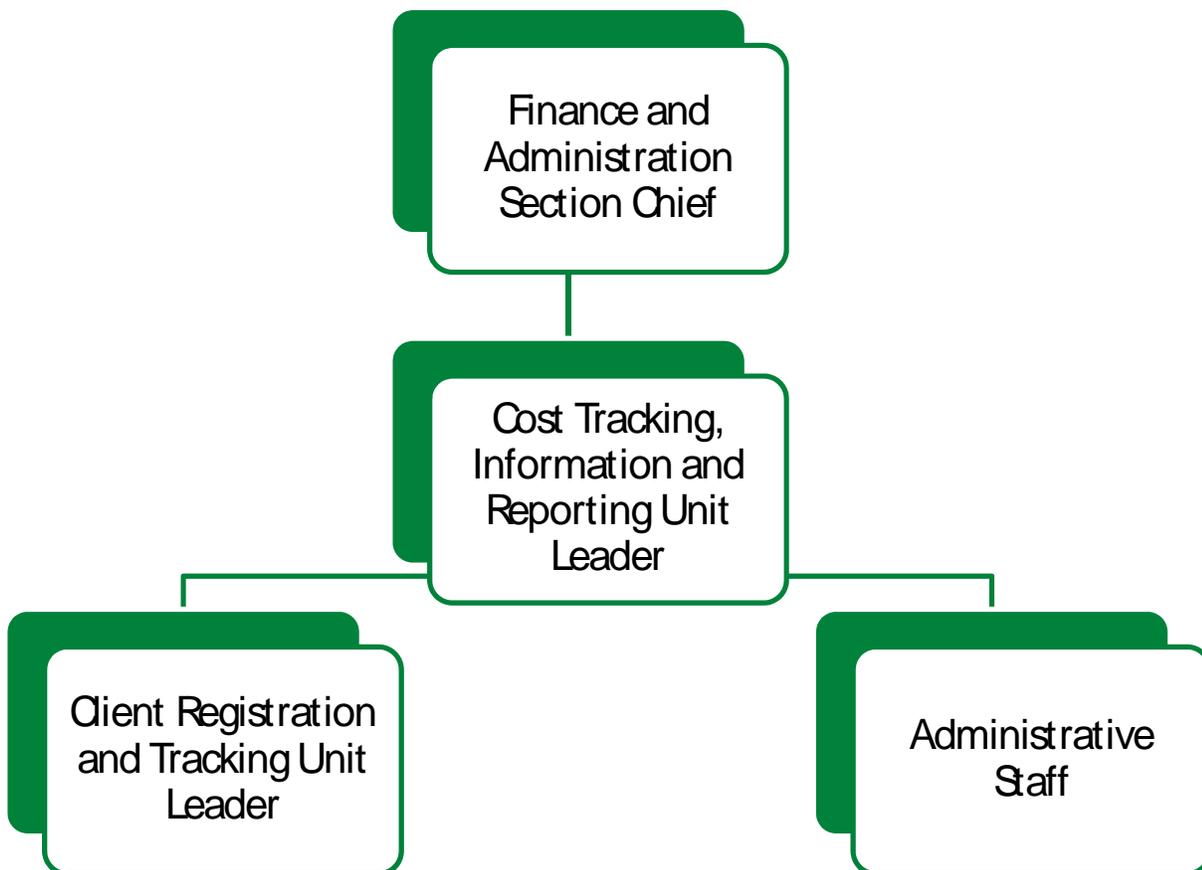
Information Technology and Communications Equipment Coordinator

Name:

You Report To: Logistics Section Chief

- A. Report to Logistics Section Chief
- B. Responsible for telephone lines and resolving issues with the phone company.
- C. Responsible for computers and access to the internet (cable, fiber, etc.), and dealing with the internet provider.
- D. Responsible for satellite phones: storage, operation, and maintenance.
- E. Upon activation:
 - 1. Report to Logistics Section Chief upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by Logistics Section Chief.
 - 4. Review shelter plans, mission and operations.
- F. During shelter operations:
 - 1. Responsible for setting up and maintaining the operations of telephone lines and resolving any issues that may arise with the phone company.
 - 2. Inventory the communications equipment cache that is sent to the shelter to ensure that radios, telephones, batteries, chargers, electrical cords and any other necessary resources are included.
 - 3. Set up an area that will serve as a communications hub that will also house any back-up equipment.
 - 4. Create a message system to maintain continuous communications with County OEM.
 - 5. Disperse communications equipment to leadership team members, as assigned by Shelter Manager or Logistics Section Chief.
 - 6. Maintain records and reports in a unit log.
- G. Prior to shift change:
 - 1. Ensure Logistics Section Chief is aware of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Logistics Section Chief.
- H. Shelter closing:
 - 1. Attend debriefing with Shelter Manager.
 - 2. Confirm the completion and submission of all documentation, records, and reports to the Logistics Section Chief.

Special Needs Shelter Finance



Finance and Administration Section Chief

Name:

You Report To: Shelter Manager

Direct Reports: Cost Tracking, Information and Reporting Unit Leader, Client Registration and Tracking Unit Leader, Administrative Staff

- A. Report to Shelter Manager.
- B. Responsible for registration area and registration of all people entering shelter.
- C. Responsible for tracking all costs.
- D. Responsible for tracking and storage of all information.
- E. Responsible for all reports.
- F. Responsible for Administration Staff.
- G. Upon activation:
 - 1. Report to Shelter Manager upon arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Review shelter plans, mission and operations.
 - 4. Ensure the activation of your direct reports, and confirm assignments as soon as they arrive.
 - 5. Hold a briefing session with your direct reports.
- H. Develop a briefing statement that will be given during scheduled staff briefing sessions:
 - 1. Overview of operations.
 - 2. Patient flow.
 - 3. Station assignments.
 - 4. Supply maintenance.
 - 5. Schedule of reports.
 - 6. Staffing and equipment issues.
- I. Coordinate with Shelter Manager to ensure that equipment and supplies are being shipped to the shelter and that areas and stations are being set up.
 - 1. Ensure adequate staffing levels for the shelter by making arrangements with staff agencies.
 - 2. Ensure there are a sufficient number of volunteers.
- J. During shelter operations:
 - 1. Attend briefings as scheduled by Shelter Manager.
 - 2. Oversee the registration area and the registration process of all people entering shelter.
 - 3. Responsible for client tracking within shelter, and documenting when patients are moved to another temporary shelter.
 - 4. Supervise the tracking of all costs.
 - 5. Responsible for the tracking and storage of all information.
- K. Prior to shift change:
 - 1. Ensure Shelter Manager's awareness of the personnel change.

2. Briefing of replacement should include:
 - a. An assessment of the current shelter situation.
 - b. Any modified processes, or updates from section managers.
 - c. A review of any relevant issues or occurrences from the past shift.
3. Send all reports and documentation to the Administrative Assistant.
- L. Shelter closing:
 1. Confirm closing approval to begin safe release of patients.
 2. Attend debriefing with Shelter Manager.
 3. Arrange to have equipment and supplies returned.
 4. Confirm the completion and submission of all documentation, records, and reports.
 5. Conduct debriefings with each of your direct reports.

Client Registration and Tracking Unit Leader

Name:

You Report To: Finance and Administration Section Chief

- A. Report to Finance and Administration Section Chief.
- B. Responsible for registering clients.
- C. Responsible for tracking location of clients when they move to other temporary locations.
- D. Responsible for registering staff.
- E. Responsible for registering volunteers.
- F. Responsible for Signing In all persons who enter shelter.
- G. Responsible for screening process.
- H. Responsible for referral process.
- I. Responsible for signing out all persons who leave shelter.
- J. Discharge and transfer of client for medical reasons
- K. Upon activation:
 - 1. Report to Finance and Administration Section Chief upon arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by the Finance and Administration Section Chief.
 - 4. Review shelter plans, mission and operations.
- L. During shelter operations:
 - 1. Attend briefings as scheduled by Shelter Manager.
 - 2. Responsible for registering clients/patients as they enter shelter.
 - 3. Monitors the location changes of patients when they move to other temporary Shelters.
 - 4. Registers all staff and volunteer members.
 - 5. Sign-in all persons who enter shelter:
 - 6. Screening process.
 - 7. Referral process.
 - 8. Ensure that all persons who leave shelter are properly signed out:
 - a. Discharge and transfer of patient for medical reasons.
- M. Prior to shift change:
 - 1. Ensure Finance and Administration Section Chief's awareness of the personnel change.
 - 2. Briefing of replacement should include:
 - a. An assessment of the current shelter situation.
 - b. Any modified processes, or updates from section managers.
 - c. A review of any relevant issues or occurrences from the past shift.
- N. Shelter closing:
 - 1. Confirm closing approval to begin safe release of patients.
 - 2. Attend debriefing with Shelter Manager.
 - 3. Confirm the completion and submission of all documentation, records, and reports.

Cost Tracking, Information, and Reporting Unit Leader

Name:

You Report To: Finance and Administration Section Chief

- A. Report to Finance and Administration Section Chief.
- B. Responsible for tracking all shelter costs.
- C. Responsible for recording and maintaining all shelter Information.
- D. Responsible for shelter reporting.
- E. Responsible for data entry.
- F. Responsible for entering and maintaining medical records.
- G. Responsible for disposition of shelter-generated records.
- H. Responsible for entering and tracking staff hours for payroll.
- I. Assist in preparing health department reports and shelter statistics
- J. Responsible for cost recovery from federal agencies, etc. in accordance with regulations, statutes, plans ,and related requirements
- K. Upon activation:
 - 1. Report to Finance and Administration Section Chief upon arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Attend briefing held by the Finance and Administration Section Chief.
 - 4. Review shelter plans, mission and operations.
- L. During shelter operations:
 - 1. Attend briefings as scheduled by Shelter Manager.
 - 2. Track all shelter costs.
 - 3. Record and maintains all shelter information and documentation incoming from other section chiefs and managers.
 - 4. Responsible for shelter reporting.
 - 5. Maintain databases for all shelter information.
 - 6. Organize information in all medical records and update them accordingly.
 - 7. Responsible for the disposition of shelter-generated records.
 - 8. Track all staff member work hours for payroll.
 - 9. Assist in preparing health department records.
 - 10. Develop shelter statistics.
 - 11. Responsible for cost recovery from federal agencies in accordance with regulations, statutes, plans and related requirements.
- M. Prior to shift change:
 - 1. Ensure Finance and Administration Section Chief is aware of the personnel change.
 - 2. Brief replacement including:
 - a. An assessment of the current shelter situation.
 - b. Any modified processes, or updates from section managers.
 - c. A review of any relevant issues or occurrences from the past shift.
- N. Shelter closing:

1. Confirm closing approval to begin safe release of patients.
2. Attend debriefing with Shelter Manager.
3. Confirm the completion and submission of all documentation, records, and reports.

Administrative Staff

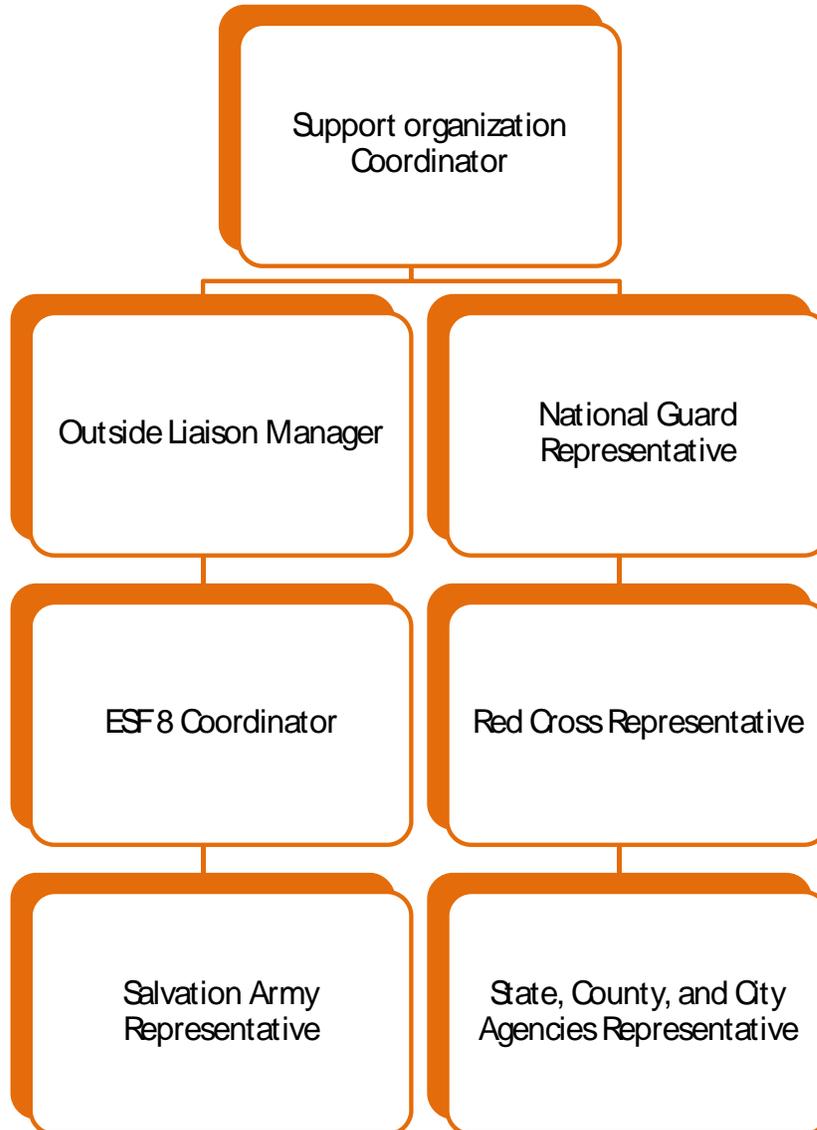
Name:

You Report To: Finance and Administrative Section Chief

- A. Report to the Finance and Administrative Section Chief.
- B. Support the registration area.
- C. Enter shelter information into the computer systems.
- D. Assist in the preparation of shelter reports.
- E. Assist in tracking shelter costs.
- F. Upon activation:
 1. Report to Finance and Administration Section Chief upon arrival at shelter.
 2. Attend briefing held by Shelter Manager.
 3. Attend briefing held by the Finance and Administration Section Chief.
 4. Review shelter plans, mission and operations.
- G. During shelter operations:
 1. Attend briefings as scheduled by Shelter Manager.
 2. Support the registration area.
 3. Input shelter information into computers.
 4. Input patient information into Shelter Registration form; see Addendum, Forms and Checklists section.
 5. Assist in preparation of shelter reports.
 6. Assist in tracking shelter costs.
- H. Prior to shift change:
 1. Ensure Finance and Administration Section Chief is aware of the personnel change.
 2. Brief replacement including:
 - a. An assessment of the current shelter situation.
 - b. Any modified processes, or updates from section managers.
 - c. A review of any relevant issues or occurrences from the past shift.
- I. Shelter closing:
 1. Confirm closing approval to begin safe release of patients.
 2. Attend debriefing with Shelter Manager.
 3. Confirm the completion and submission of all documentation, records, and reports.

Support Organizations

Special Needs Shelter Support Organizations



Support Organizations Coordinator

Name:

You Report To: Shelter Manager

Direct Reports: Red Cross Representative, Salvation Army Representative

- A. Report to Shelter Manager
- B. Coordinate support organizations efforts to improve effectiveness of support and reduce duplication of effort. Support organizations include, but not limited to:
 - 1. American Red Cross;
 - 2. Salvation Army;
 - 3. State, county, and local health departments;
 - 4. State, county, and city agencies;
 - 5. State, county, and city governmental relations; and
 - 6. County legal departments
- C. Upon activation:
 - 1. Report to Shelter Manager.
 - 2. Attend briefing session held by Shelter Manager.
- D. During shelter operations:
 - 1. Manage efforts provided by support organizations for more efficient support.
 - 2. Make adjustments to effort levels based on updates from Shelter Manager.
- E. Prior to shift change:
 - 1. Ensure Shelter Manager is aware of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Administrative Assistant.
- F. Shelter closing:
 - 1. Ensure all records and reports are submitted to Shelter Manager.
 - 2. Close the loop with support organizations regarding any pending communications issues.
 - 3. Participate in debriefing with the Shelter Manager.

Outside Liaison Manager

Name:

You Report To: Support Organizations Coordinator

- A. Report to Support Organization Coordinator
- B. Upon activation:
 - 1. Report to Shelter Manager upon your arrival at shelter.
 - 2. Attend briefing held by Shelter Manager.
 - 3. Review shelter plans, mission, and operations.
- C. During shelter operations:
 - 1. Responsible for all communications with outside resources.
 - 2. Inform Support Organizations Coordinator of all communications.
 - 3. Assist Support Organizations Coordinator in all aspects of communication, as needed.
- D. Prior to shift change:
 - 1. Ensure Support Organizations Coordinator is aware of personnel change.
 - 2. Brief replacement on:
 - a. Ongoing communications processes.
 - b. Pertinent issues or occurrences.
 - c. Ensure proper documentation has been submitted to Support Organizations Coordinator.
- E. Shelter closing:
 - 1. Ensure all records and reports are submitted to Support Organizations Coordinator.
 - 2. Close the loop with external agencies regarding any pending communications issues.
 - 3. Participate in debriefing with Shelter Manager.

National Guard Representative

Name:

You Report To: Support Organizations Coordinator

- A. Report to Support Organizations Coordinator.
- B. Upon activation:
 - 1. Report to Support Organizations Coordinator.
 - 2. Attend briefing session held by Safety and Security Officer.
 - 3. Attend briefing session held by Shelter Manager.
- C. During shelter operations:
 - 1. Responsible for communications with National Guard.
 - 2. Coordinate involvement between shelter and the National Guard, if necessary.
- D. Prior to shift change:
 - 1. Ensure that Support Organizations Coordinator and Physical Security Coordinator are aware of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Safety and Security Officer and the Support Organizations Coordinator.
- E. Shelter closing:
 - 1. Close the loop with support organizations regarding any pending communications issues.
 - 2. Participate in debriefing with the Safety and Security Officer.
 - 3. Participate in debriefing with the Support Organizations Coordinator.

ESF-8 Coordinator

Name:

You Report To: Lead Nurse and Support Organizations Coordinator

Qualifications: Delegate of the **County Health Department**

- A. Report to Medical Branch Lead Nurse and the Support Organizations Coordinator
- B. Upon activation:
 - 1. Establish contact with Lead Nurse.
 - 2. Review processes and protocols.
- C. During shelter operations:
 - 1. Notify home health agencies of the situation, possible events, status updates, and the activation of a Medical Needs Shelter.
 - 2. Identify and assign nursing staff, home health agency staff, and volunteers who may serve as a staff member of a shelter.
 - 3. Keep the County Medical Director informed of shelter status.
 - 4. Report patient healthcare status information to County OEM, as requested.
 - 5. Assist Lead Nurse in obtaining resources and supplies when shortage occurs.
 - 6. Coordinate transport to alternate care facilities for patients who may need extra medical assistance not within the scope of shelter.
- D. Prior to shift change:
 - 1. Ensure Lead Nurse's awareness of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Operations Section Chief.
- E. Shelter closing:
 - 1. Confirm the completion and submission of all documentation, records, and reports to the Administrative Assistant.

State, County and City Agency Representatives Contact

Name:

You Report To: Support Organizations Coordinator

- A. Report to Support Organizations Coordinator
- B. Responsible for coordinating with appropriate state, county, and city agencies, as needed.
- C. Upon activation:
 - 1. Report to Support Organizations Coordinator.
 - 2. Attend briefing session held by Support Organizations Coordinator.
 - 3. Attend briefing session held by Shelter Manager.
 - 4. Define contacts in appropriate agencies.
- D. During shelter operations:
 - 1. Coordinate with appropriate state, county, and city agencies.
 - 2. Assist Support Organizations Coordinator and Information Technology and Communications Equipment Coordinator with any communications and plans.
- E. Prior to shift change:
 - 1. Ensure Support Organizations Coordinator awareness of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Support Organizations Coordinator.
- F. Shelter closing:
 - 1. Ensure all records and reports are submitted to Support Organizations Coordinator.
 - 2. Close the loop with external agencies regarding any pending communications issues.
 - 3. Participate in debriefing with the Support Organizations Coordinator.

Red Cross Representative

Name:

You Report To: Support Organizations Coordinator

- A. Report to Support Organizations Coordinator
- B. Responsible for Red Cross support of shelter and all individuals working and living in shelter.
- C. Upon activation:
 - 1. Report to Support Organizations Coordinator.
 - 2. Attend briefing session held by Support Organizations Coordinator.
 - 3. Attend briefing session held by Shelter Manager.
- D. During shelter operations:
 - 1. Responsible for Red Cross support of shelter and all individuals working and living in shelter.
- E. Prior to shift change:
 - 1. Ensure Support Organizations Coordinator's awareness of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Support Organizations Coordinator.
- F. Shelter closing:
 - 1. Close the loop with support organizations regarding any pending communications issues.
 - 2. Participate in debriefing with the Support Organizations Coordinator.

Salvation Army Representative

Name:

You Report To: Support Organizations Coordinator

- A. Reports to Support Organizations Coordinator
- B. Responsible for Salvation Army support of shelter and all individuals working and living in shelter.
- C. Upon activation:
 - 1. Report to Support Organizations Coordinator.
 - 2. Attend briefing session held by Support Organizations Coordinator.
 - 3. Attend briefing session held by Shelter Manager.
- D. During shelter operations:
 - 1. Responsible for Salvation Army support of the shelter and all individuals working and living in shelter.
- E. Prior to shift change:
 - 1. Ensure Support Organizations Coordinator's awareness of personnel change.
 - 2. Inform replacement of any outstanding or pending issues of your post.
 - 3. Submit all documentation to the Support Organizations Coordinator.
- F. Shelter closing:
 - 1. Close the loop with support organizations regarding any pending communications issues.
 - 2. Participate in debriefing with the Support Organizations Coordinator.

13. Attachment G: Functional Needs Shelter Selection Criteria

The county's approach for the evaluation of potential Medical Functional Needs Shelters should be based upon best practices advanced by the American Red Cross and the state of Florida.

13.1 Methodology

One of the main components for identifying viable Functional Needs hurricane evacuation shelters is Geographic Information Systems (GIS) analysis. GIS was utilized to target and eliminate insufficient shelters based on their geographic location.

The project team must first determined that any shelter located within the 100-year floodplain, 500-year floodplain, Category 4 SLOSH Zone, and/or an Emergency Response Planning Area (ERPA) would be unsuitable for housing any Functional Needs population in case of a hurricane event requiring evacuation. The 100-year floodplain, 500-year floodplain, and Category 4 SLOSH Zones designate areas that are particularly susceptible to flooding. Therefore, it is important to pinpoint shelters located in these areas and assess them as unsuitable since flooding is typically of primary concern during a hurricane event.

Secondly, the project team should identify Emergency Response Planning Areas (ERPA) in the study area. An ERPA is essentially a "danger zone" area that might need to be evacuated in the event of a nuclear emergency. During an emergency at the power plant inhabitants in any or all of these zones may need to be evacuated; therefore, any shelters located within these ERPAs were also determined to be unsuitable facilities in case of a hurricane event.

The analysis should begin with a comprehensive database of shelters for the entire state of New Jersey compiled by the Federal Emergency Management Agency (FEMA) through the National Shelter System (NSS) and provided by the New Jersey Department of Health.

The next step is to import this database into the GIS software platform and create a GIS-ready data set. This should accomplished by the geocoding of addresses associated with each shelter. Geocoding is the process of assigning a geographic location (i.e. coordinates) to features, in this case shelters, based on street address. A geocoder is a piece of software which automates the geocoding process. Once the geocoding was completed and the shelters were assigned geographic locations (map locations), the locations of shelters that received low geocoding scores (scores < 80 out of 100) were validated and in most cases relocated more accurately by hand using high resolution aerial photography.

Once the shelter location process was completed, the geographic analysis can begin. In order to complete the geographic analysis, GIS data layers for the 100-year floodplain, 500-year floodplain, Category 4 SLOSH Zones, and the ERPAs were needed. These layers were supplied by the New Jersey Office of Emergency Management. The first part of the geographic analysis will be to identify which shelters were located within the 100-year flood plain. The geocoded shelter layer was overlaid onto the 100-year floodplain layer in the GIS software. From there, a selection tool was used to select each shelter that "intersects" the 100-year floodplain. The shelters were depicted as points on a map, so by using the "intersects" feature

of the select tool, shelter points that were partially located within the 100-year floodplain polygon were selected as being located within the floodplain as well as shelter points that were actually located “completely within” the floodplain polygon. This method should be used in order to minimize the element of uncertainty with regards to whether or not a shelter point was located within the floodplain. Once these shelters are selected, they need to be deleted from the database or flagged as unusable. This same process needs to be repeated using the 500-year floodplain, Category 4 SLOSH Zones, and ERPAs polygon data layers.

Using GIS analysis enabled the list of potential suitable Functional Needs shelters located within the county to be accurately assessed for usability. This is just the initial stage of the shelter analysis process, by using GIS analysis allows for additional valuable because it identifies shelters located in potential hazardous areas that might have otherwise gone undetected. This comprehensive analysis, teamed with information that was acquired through completed shelter surveys and local on-scene knowledge regarding ADA access and equipment, comprised the methodology that should be used for recommending viable Functional Needs shelters.

13.2 Specific Shelter Selection Criteria

Accessibility and Ingress / Egress to Facility:

- A. Facility should meet the minimum accessibility requirements of the ADA.
- B. Entrances must be well marked with appropriate signage about any characteristics that make the shelter less than fully accessible.
- C. Clients who depend on service animals are not to be separated from their respective service animals. The Logistics Section Chief must account for the level of care required for service animals, which are fundamentally different than pets.

Major Transportation Corridors: Facilities should have access to major transportation corridors, and, when possible, have preplanned drive-times to additional medical facilities.

Avoid Known Hazard Areas: Facilities should not be located in a flood plain, nuclear plant EPZ or in areas where road closures are likely to occur or have been historically affected by disasters.

Seasonal Population Estimates: Consideration should be made for seasonal adjustments to population projections when planning for Functional Needs shelters

Local Government Boundary Coordination: Consideration should be given, if practical, to coordinating locations of shelters with existing, local government boundaries to increase the efficiency of the process.

Medical Oversight Requirements: The degree of medical oversight to be provided must be reviewed.

Transportation Issues: Transportation providers, especially para-transit providers, are critical to the review.

Operating Hours: Ideally, Functional Needs Shelters must be operational around the clock.

Location:

- A. Dispersed Locations – accessible in event of road closures.
- B. Familiar Locations – easy to find and recognize.

Routing:

- A. Reference County OEM evacuation routing maps.
- B. Determine Alternate Routes.
- C. Assume the worst case scenario for the number of shelters to plan for.
- D. GIS mapping is helpful.