THE AMERICAN RED CROSS MISSION

The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.
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Unit 1: Introduction

Course Purpose
The purpose of this course is to prepare you to assist in the resourcing, opening, operating and closing of a Red Cross shelter.

Sheltering Process

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<td>During preparedness, sheltering capability is increased by locating potential shelter facilities, obtaining agreements and performing surveys, coordinating with partners, training workers, resourcing supplies and conducting exercises.</td>
<td>During response, communities’ sheltering needs are identified, plans for providing and reporting on services are developed and facilities are identified and assessed for immediate use as shelters.</td>
<td>Once a shelter is set to open, workers assess sheltering needs, plan services, acquire and implement resources and prepare to initiate services.</td>
<td>Once resourced, the shelter is officially opened, clients and visitors are welcomed and services are provided.</td>
<td>Clients’ needs are continuously assessed, services are adjusted to meet needs as they are identified and a reporting structure is implemented.</td>
<td>Once clients’ sheltering needs are all met and stakeholders agree to shelter consolidation or closure, the facility is returned to pre-shelter condition, the shelter is closed and documentation is completed.</td>
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Course Objectives
Upon completion of this course, you will be able to:

- Describe the tasks of a shelter worker throughout the resourcing, opening, operating and closing phases of a shelter operation.
- Recall the tasks on the shelter checklists.
- Explain how to set up welcoming reception and registration areas.
- Describe how to receive clients, complete the appropriate registration forms and make referrals for additional services, as needed.
- Identify internal and external locations for posting signs that clearly communicate shelter information.
- Explain how to set up and monitor a dormitory environment that ensures client safety and comfort.
- Explain how to set up food distribution areas and monitor consumption to ensure that clients’ dietary needs are met.
- Describe the importance of information sharing in a shelter environment and identify multiple communication strategies.
- Explain the steps required to return a shelter to its pre-disaster condition.

Course Framework

Red Cross Mission Statement
The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

Our Commitment
Our commitment as shelter workers is to take care of the sheltering needs of people affected by disaster. We are committed to providing shelter on an interim basis while our clients arrange for their recovery or until they are able to return home. We demonstrate this commitment in our Sheltering Program Principles.
Sheltering Program Principles

The Sheltering Program Principles are to improve the quality of the shelter client experience, ensure that sheltering services are accessible by everyone who arrives and deliver sheltering services consistently across the country. Clients are always put first, workers have a positive experience and the program is continuously improved.

In a successful shelter, our clients would say:
1) I can access the shelter and all services provided.
2) My immediate needs are met, and I receive services where and when I need them.
3) I feel safe, secure and comfortable.
4) I am treated with respect and dignity.
5) I am able to stay with the people I came with.
6) I feel enabled and supported to make the best decisions for myself and my family, including care and support for my children and those that depend on me.
7) I understand how to receive care for my animal.
8) I can connect with my family and friends.
9) I have the information I need to begin my recovery.
10) I am connected to my community’s resources. I do not have to do it all alone.

In a successful shelter, our workers would say:
1) I treat all clients and fellow workers with respect and dignity.
2) I feel safe, secure and comfortable.
3) I understand the mission and program services I deliver.
4) I make the needs of our clients a priority.
5) I have the training, resources and referral information I need to help clients.
6) I am empowered to make decisions, to meet clients’ immediate needs and help begin their recovery while keeping them safe.
7) I understand the reporting structure, how to get my questions answered and how to request support.

A successful shelter program:
1) Is designed first on the needs and expectations of clients and then builds on existing local relationships, capabilities and commitments.
2) Has the ability to provide and communicate the location of a safe environment for the impacted community.
3) Is provided consistently across the country and is continuously improved to meet the evolving needs of our clients.
Case Study
You have been assigned to be a shelter worker at a shelter facility just outside of the city limits of Springfield, about 40 miles from your home.

Some facts about Springfield include:

• There are approximately 150,000 residents.
• The median income is $35,000 with a 3% homeless population.
• There is a large population of retirees.
• There are some minority groups who may speak Arabic, Spanish or Chinese.

Your shelter facility is located the farthest from the damage. It is a high school. The short term sheltering capacity is 300 people. The school has a full-service kitchen; however, the kitchen and cafeteria staff are not available to the shelter. There are no separate generators for the building, which is not a problem since the building has not lost power.
Operation Structure for Sheltering Diagram

1. Assistant Director Operations
2. Assistant Director External Relations
3. Government Liaisons

District Director (1 per District)

4. Mass Care Chief

5. Sheltering Lead
6. Shelter Manager (1 per Shelter)
7. Shelter Supervisors (Min: 1 per Shift when Manager is not working)

8. Reunification Workers (Assigned as Needed)
9. NSS FRST

10. N(CL) Sheltering Liaison

DRD Director
Assistant Director Logistics
Assistant Director Information and Planning
Assistant Director Finance

Disaster Mental Health Lead
Disaster Spiritual Care Lead
Disaster Health Services Lead

Reunification Lead
Feeding Lead
Distribution of Emergency Supplies Lead

Shelter Fundamentals Participant Guide
April 2017
Job Descriptions

**Sheltering Lead (District or Operations Headquarters)**
The Sheltering Lead is assigned to either a District Headquarters or an Operations Headquarters, reporting to the Mass Care Chief. When assigned to a District Headquarters, the position is generally referred to as the District Sheltering Lead. When assigned to an Operations Headquarters, the position is generally referred to as the Headquarters Sheltering Lead. The Sheltering Lead is responsible for leading the sheltering operation; assigning an individual or the Field Remote Operations Support Team (FROST) to input data into the National Shelter System (NSS); overseeing the collecting and reporting of sheltering data; increasing the number of shelters or consolidating and closing shelters; facilitating requests and information between all of the shelters and all of the other functions; and problem solving.

**Shelter Manager**
A Shelter Manager is responsible for providing supervision and administrative support at a shelter facility, which includes management of Supervisors and Workers, and is ultimately accountable for all activities and all workers within a shelter. A Shelter Manager reports to the Sheltering Lead. The Shelter Manager ensures that the shelter is a safe place for clients and staff and that the needs of each individual client are continually assessed and met. A Shelter Manager is responsible for making sure the shelter has adequate resources to provide services and for working with partners who provide additional services as needed in support of the shelter. Other primary responsibilities of a Shelter Manager include conducting shelter population counts, reporting information to the Sheltering Lead and ensuring that the shelter workforce maintains accurate records of sheltering activities.

**Shelter Shift Supervisor**
A Shelter Shift Supervisor is responsible for providing supervision and administrative support at the shelter, under the direction of the Shelter Manager. A Shelter Shift Supervisor reports to a Shelter Manager. A Shelter Shift Supervisor represents and acts on behalf of the assigned Shelter Manager for a particular shift, function or set of functions in order to maintain a span of control of three to seven workers per Supervisor. Other primary responsibilities of a Shelter Shift Supervisor include reporting information to a Shelter Manager and ensuring that workers maintain accurate records of shelter functions.
Worker
A worker is responsible for completing the day-to-day activities within a shelter. All Workers report to a Shelter Manager or Shelter Shift Supervisor at the shelter. Workers assigned to Situational Services receive technical guidance from their functional leads, while reporting to the Shelter Manager or Shelter Shift Supervisor administratively. Although a worker may be asked to perform a specific task, it’s important to be mindful of meeting individual clients’ needs, which may require flexibility in work assignments.
Unit 2: Resourcing the Shelter

Job Induction
When you arrive at the shelter, the shelter manager or your supervisor should conduct a job induction. During the job induction, you will:

- Discuss your skills and strengths
- Set expectations
- Exchange contact information
- Learn about the work site
- Establish a work schedule
- Review your work assignment

Organizational Tips
All shelter workers are involved in providing shelter clients with the best possible experience. Regardless of the job you are given or area you are assigned, following the tips below will help get the shelter organized and ready for clients.

- Look for pre-existing damage
- Ask about what equipment and areas the Red Cross can use and what is not available for shelter use
- Take inventory of all facility products
- Consider accessibility for people with access or functional needs, including those with disabilities
Resourcing the Shelter Checklist—For All Areas

Reporting to the Shelter

☐ Sign in and participate in a job induction.
☐ Determine who your supervisor is and exchange contact information.
☐ Establish a reporting schedule with your supervisor.

The Facility

☐ Be aware of any pre-existing damage. If you notice any damage, take pictures, if possible, and alert your supervisor immediately.
☐ Inquire about equipment and products that are available for shelter use. Put signs on any equipment or products that are not to be used, or secure them in a separate area.
☐ Take an initial inventory of all items using the Shelter Inventory form. Use one form for facility supplies, such as kitchen equipment and paper towels, and another form for Red Cross supplies, such as comfort kits and food.
☐ As you set up any area, consider accessibility for people with access or functional needs, including those with disabilities.
Setting Up the Reception and Registration Areas
Resourcing the Shelter Checklist—Reception

Physical Setup

- Establish a welcoming space inside the facility entrance.
- Set up a table with snacks and water.
- Place a reception table as close to the main entrance as possible to welcome those entering the shelter.
- Ensure the setup allows access for people with access or functional needs, including those with disabilities.
- Set up tables and chairs for people to rest or wait.
- To provide a secure environment, use only one entrance to the building, if possible. Use effective signage or position shelter staff at other entrances to direct shelter clients to appropriate areas. However, **fire exits should never be blocked**.
- Try to create a physical barrier so that no one can enter the shelter without first signing in.

Forms and Supplies

Obtain from the Shelter Supply Kit:

- **Client Sign-In** forms
- **Staff Sign-In** forms
- **Visitor Sign-In** forms
- **Shelter Client Welcome** handouts
- Reception signage
- Pens, stapler, paper clips, hole punch, etc.
- Organizational folders and binders for forms

- **Safe and Well** documents
  - **Emergency Welfare Inquiry** forms
  - **Safe and Well Registration** forms
  - **Safe and Well** wallet cards (in appropriate languages)
  - **Overview of Safe and Well Website** handouts
- **Unaccompanied Minors and Separated Child Report** forms
- Hand sanitizer
Resourcing the Shelter Checklist—Registration

Physical Setup

- Set up a dormitory registration table(s) at the dormitory entrance to welcome those entering the dormitory.
- Ensure the setup allows access for people with access or functional needs, including those with disabilities.
- Use enough tables and chairs to provide comfort, efficiency and confidentiality—don’t put tables or chairs too close to each other.
- To support effective dormitory registration efforts and provide a secure dormitory environment, use only one entrance to the dormitory, if possible. Use effective signage or position shelter staff at other entrances to direct shelter clients to appropriate areas. However, **fire exits should never be blocked**.
- Try to create a physical barrier so that no one can enter the dormitory without first registering or signing in.

Forms and Supplies

Obtain from the Shelter Supply Kit:

- **Shelter Dormitory Registration forms**
- **Shelter Referral Log**
- **Shelter Client Welcome handouts**
- Registration signage
- Pens, stapler, paper clips, hole punch, etc.
- Organizational folders and binders for forms
- Hand sanitizer
**Information Area**
When clients arrive at the shelter facility, it should be easy for them to find what they need, from the location of the main entrance to where meals are being served.

**Posting Signs**
1. What elements of the signage plans in and around the school will be helpful to incoming clients?

2. What signs need to be added?
Resourcing the Shelter Checklist—Information Area

Supplies

☐ Obtain supplies from the Shelter Supply Kit as needed, including shelter signage, tape, paper and pens or markers.

External Signage

☐ Post signs from main roads so that the shelter can be located. Keep a log of where signs are posted so they can be updated or removed as necessary.

☐ Signage on the outside of the building should direct clients to the entrance where reception is set up. Every parking lot and every possible entrance should feature a sign directing people to the reception area.

☐ If the accessible entrance is located in a different location than the main entrance, be sure to provide signage directing clients to both.

☐ Post signs to identify the following areas, when applicable:

- Reception
- Dormitory Registration
- Dormitory
- Cafeteria
- Health Services
- Staff Area
- Children’s Play Area
- Men’s/Women’s Restrooms
- Reception
- Temporary Respite Care for Children
- Men’s/Women’s Showers
- Security
- Information Desk
- Evacuation Routes
- Smoking Areas
- Quiet Area
- Administrative Area
-

☐ Ensure that Red Cross identification is posted all around the shelter, at least one per wall in large rooms, including the exterior of the facility and all common areas.

☐ Post signs in applicable languages or large print, as needed. Inform your supervisor if the language needed is not in the Shelter Supply Kit.

☐ Post a bulletin board with an introductory welcome message, as well as shelter rules and other helpful information.

☐ Post information about the daily schedule (meal times, shower times, lights out, etc.) as soon as possible.
Setting Up the Dormitory
The setup of the dormitory will depend on the type of shelter needed for the disaster event.

Evacuation Shelters
- For short-term, lifesaving situations, such as hurricanes.
- Clients may stay for as little as 24 hours and can often bring things from home (such as sleeping bags, pillows and medications).
- Cots are not usually provided, and you won’t need to block off spaces for each person. This may vary from state to state.

General Population Shelters
- Set up after a disaster for those who cannot stay in their homes.
- Clients may be arriving for a long-term stay and may not be able to bring things from home.
- Cots will be set up, requiring more space per client.
Resourcing the Shelter Checklist—Dormitory

Planning Space

☐ Find out what the space plan is for the dormitory/sleeping areas, including the potential for separate spaces for families with small children, the elderly, single men, single women, night workers who sleep during the day and any other unique situation.

☐ Designate dormitory space using the following guidelines:
  - Evacuation shelters:
    ▪ Allow ~20 square feet per person, or the size of a single air mattress with a few inches around it to spare.
    ▪ The space for each person does not need to be marked.
  - General Population shelters:
    ▪ Allow ~40-60 square feet of sleeping space per person, or about a 5-foot by 8-foot area.
    ▪ Allow ~100 square feet of sleeping space per person with support equipment such as wheelchairs, lift equipment or service animals.

☐ Plan for ease of movement. Provide walkways of 4-6 feet as needed (wide enough for a wheelchair or two people to pass through).

☐ Include access for persons with access or functional needs, including those with disabilities (i.e., a mobility disability, hearing- or sight-impaired with or without a service animal, etc.)
  - Ask where these clients would like their sleeping spaces to be in the dormitory. They may prefer to be close to emergency exits, restrooms or a power source, depending on their needs.

☐ Post all signage where it is clearly visible.

Cots and Comfort Kits

☐ Set up an area to distribute comfort kits and other appropriate items, as needed. Do not put them out on cots in advance. Do not distribute them to children.

☐ Set up standard cots before clients arrive, when possible. Do not set up universal cots in advance.

☐ Ask your supervisor if you should place blankets on cots in advance. Plan for two blankets per person.

☐ Make a Client Location Chart, to be used for finding people within the dormitory. Post it where it will be accessible only to staff members.
Setting Up the Feeding Area

- There are three main feeding areas that you can help set up: 24-hour snack table, serving and dining.
- The 24-hour snack table is an area where snacks and beverages are available at all times. It should be set up as soon as possible when the shelter opens.
- Check in with the feeding lead to learn about the feeding plan—whether meals will be catered, cooked by shelter staff or cooked by facility staff.
- The first meal is usually served at the next normal meal time.

Resourcing the Shelter Checklist—Feeding

Facility

☐ Set up a 24-hour snack table with a variety of snacks and drinks.
☐ Set up a serving area, where clients will get their meals.
☐ Set up a dining area, where clients will eat their meals. Set up enough tables and chairs to accommodate the maximum number of people you are expecting to serve, or establish two feeding times.
☐ Place hand sanitizer at the beginning of the food service line and on the tables.
☐ Plan the setup of the feeding site(s) carefully. Think about overall organization, traffic flow and ease of access for those with access or functional needs, including those with disabilities.
☐ Consider how to accommodate clients who require access to food or refrigeration of medication during non-meal times.

Food/Supplies/Equipment

☐ Find out about the feeding plan. Will meals come from a local vendor, contracted vendor, on-site kitchen or other source(s)?
☐ Make sure the food and beverage table in the dormitory registration area is well-stocked.
☐ Familiarize yourself with the feeding/kitchen area and the equipment: beverage/food Cambros, coolers, hot water machines, ice machines, coffee percolators/urns, etc.
☐ Familiarize yourself with the mass care items that can be distributed: snacks, water, comfort kits, etc.
Signs

☐ Coordinate with the Information Area to post information for clients, including meal/snack times, availability of beverages, etc. Signs may need to be in multiple languages or large print, depending on the client population.

☐ Post food safety information for the feeding staff, including reminders to wash hands, cooking temperatures for food, etc.
Taking Inventory
The Shelter Inventory form is used to record an initial inventory of items such as food, water, Red Cross supplies, facility supplies and comfort kits. You will need to fill out one form for Red Cross items and one form for items belonging to the facility.
Unit 3: Opening and Operating the Shelter

Ideally, the shelter will be fully resourced before opening to clients. There may be cases when clients arrive before the shelter is fully set up or staffed. Open the shelter and continue resourcing, even as services are initiated.

Welcome the clients in the reception area and offer what services are available. Some of these clients may be interested in helping. Allow them to help set up areas of the shelter.

There are tasks that apply to all workers in every area of the shelter.

Opening and Operating the Shelter Checklist—For All Areas

Facility

☐ Inspect the area for safety, security and sanitation issues at least once per shift. Report the results on the Shelter Shift Inspection form.
☐ If you observe any damage, alert your supervisor immediately.
☐ Ensure that all signs, including Red Cross identification and signs around the exterior perimeter, remain posted and are updated as needed.

Reports and Logs

☐ Sign in and out for every shift.
☐ Find out what data should be reported to your supervisor and when it should be reported, such as number of new dormitory registrations or number of meals served.
☐ Update the Shelter Log with any unusual events, situations, problems, solutions, etc.
☐ Review the Shelter Log at the beginning of your shift.
☐ Talk with shelter clients regularly and communicate their concerns to your supervisor.
☐ Sharing information is vital. Brief incoming staff with all relevant information, including:
  ○ Any maintenance issues.
  ○ Supplies that have been depleted or are running low, as well as any additional supplies that are needed.
  ○ Names of clients who have offered to help during the shift.
Client needs (i.e., translators, medical, mental health, dietary restrictions, etc.)

Helpers

☐ Recruit shelter clients to help with tasks that don’t involve access to client information. Tasks could include floor monitor or runner in the registration area, garbage removal, sweeping, mopping, etc.

☐ Create a chore chart for clients to sign up if needed.
## Shelter Shift Inspection

**Date:** ___________________  
**Incident/DR#:** ___________________  
**Shelter Name/Location:** ___________________

### Shift: [ ] Day  [ ] 2nd  [ ] Night  
**Inspection Time:** ___________________

**Shift Supervisor:** 
**Inspector:** 

### General Condition

- [ ] Yes  [ ] No  
  - Are all areas free of excessive wear and tear?

### Entrances, Exits, and Access to Shelter

- [ ] Yes  [ ] No  
  - Are all entrances and exits visible and unobstructed?
- [ ] Yes  [ ] No  
  - Are all entrances and exits marked with a visible sign that is properly illuminated?
- [ ] Yes  [ ] No  
  - Are accessible entrances clearly marked?
- [ ] Yes  [ ] No  
  - Are controls in place for any restricted areas requiring limited access?

### Exterior of Shelter

- [ ] Yes  [ ] No  
  - Are all walkways clear of trip or fall hazards?
- [ ] Yes  [ ] No  
  - Are all walkways clear of snow and ice?
- [ ] Yes  [ ] No  
  - Are all accessible ramps and handrails maintained?
- [ ] Yes  [ ] No  
  - Are there appropriate containers for disposal of cigarettes and trash?
- [ ] Yes  [ ] No  
  - Is there an appropriate area for service and assistance animals to relieve themselves?

### Interior of Shelter

- [ ] Yes  [ ] No  
  - Are the routes between service delivery areas and restrooms at least 36” wide, free of protruding objects, and accessible to all clients and workers?
- [ ] Yes  [ ] No  
  - Are all areas and floors clean, dry, sanitary, and free of hazards?
- [ ] Yes  [ ] No  
  - Is floor protection adequately secured to avoid slips, trips, and falls?
- [ ] Yes  [ ] No  
  - Are all service delivery areas sanitized and clean of debris?
- [ ] Yes  [ ] No  
  - Is signage for designated areas legible and large enough for all clients and workers to see?
- [ ] Yes  [ ] No  
  - Does signage reflect all languages spoken by the shelter resident population?
- [ ] Yes  [ ] No  
  - Are restrooms clean, orderly and free of standing water, trip and fall hazards, and chemicals?
- [ ] Yes  [ ] No  
  - Are diaper-changing areas sanitized with available hand wipes?
- [ ] Yes  [ ] No  
  - Is there an adequate power supply for clients with durable medical equipment and portable electronic device charging stations?
- [ ] Yes  [ ] No  
  - Are electrical cables and outlets routed and covered safely?
- [ ] Yes  [ ] No  
  - Are doors and windows secure?
- [ ] Yes  [ ] No  
  - Are reception workers appropriately controlling access to the shelter and securing the shelter entrance?
- [ ] Yes  [ ] No  
  - Are dormitory registration workers appropriately controlling access to the dormitory and securing the dormitory entrance?

### Resolution of Issues Identified Above

**NOTE ANY ISSUES ON THE SHELTER LOG**
<table>
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<th>Log Entry <em>(Use additional lines as needed)</em></th>
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Shelter Log □ General Log □ Manager Log

Date: ____________

Incident/DR#: ____________

Shelter Name/Location: ______________________

Page ____ of ____
The Reception Area

Some clients who come to a shelter do not need a place to sleep. They may be seeking information, looking for loved ones, needing a meal, restroom or other service.

- Upon first entry to the shelter and until the last client leaves, every interaction you have with Red Cross workers, partners and clients should be respectful, with an emphasis on being patient and kind and the intention of finding a way to get to “yes.” This means finding a solution, securing the needed resources and doing so with courtesy, appreciation and a smile.

- Have clients sign in when they enter the shelter, even if they are not staying in the dormitory.

- Identify the clients’ initial needs and direct them to resources. For example, if they need information, reunification or food, direct them to those service areas. If they need a place to sleep, direct them to the dormitory registration area.

- You must allow individuals with access or functional needs, including those with disabilities, to bring their service animals into the shelter, including the dormitory.

The Registration Process

Everything you need to register clients is located in the Shelter Supply Kit that the region maintains in preparation for opening a shelter.

There are three documents that you will need to have ready to register clients when they arrive at the shelter.

- Shelter Dormitory Registration form
- Shelter Referral Log
- Shelter Client Welcome handout

Registration Forms Activity Notes:
# Shelter Dormitory Registration

**Date:**

**Incident/DR#:**

**Shelter Name/Location:**

## Observations:
1. Does the client or a family member appear to be in need of immediate medical attention, appear too overwhelmed or agitated to complete registration, or a threat to themselves or others?
2. Does the client have a service animal, use a wheelchair/walker, or demonstrate any other circumstance where it appears they may need help in the shelter?

## Questions:
1. Is there anything you or a member of your family needs right now to stay healthy while in the shelter? If not, is there anything you know you will need in the next 6-8 hours?
2. Do you/family member have a health, mental health, disability, or other condition about which you are concerned?

## Household Information

<table>
<thead>
<tr>
<th>Family Name (Last Name):</th>
<th># Family members registered:</th>
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<tbody>
<tr>
<td></td>
<td>0-3 Yrs: 3-7 Yrs: 8-12 Yrs: 13-18 Yrs: 19-65 Yrs: 65+ Yrs:</td>
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<thead>
<tr>
<th>Pre-disaster Address:</th>
<th>Post-disaster Address (if different):</th>
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<tr>
<th>Primary Phone:</th>
<th>Other Phone:</th>
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<th>Email:</th>
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<tr>
<th>Primary Language:</th>
<th>If Not English, Family Member Present Who Speaks English:</th>
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<tr>
<th>Method of Transportation:</th>
<th>If Personal Vehicle, Lic. Plate #/State (for security purposes only):</th>
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## Individual Family Member Information

**INDIVIDUAL FAMILY MEMBER INFORMATION** (for additional names, use back of page)

<table>
<thead>
<tr>
<th>Name (Last, First)</th>
<th>Age</th>
<th>Gender (M/F)</th>
<th>Arrival Date</th>
<th>Rm./Cot</th>
<th>Volunteer? (y/n)</th>
<th>Departure Date</th>
<th>Departure Notes:</th>
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**Yes** | **No**

- Someone in the household is required by law to register with a state or local government agency.
- Someone in the household is a veteran or active military.
- I agree to have my information shared with other agencies providing disaster relief services.

By signing here, I acknowledge that the information on this form is accurate, I have initialed the three statements above, and I have read/been read and understand the Shelter Client Welcome Handout:

Signature: __________________________ Date: __________

Shelter Worker Name/Signature: __________________________________________

DCS JT RES Shelter Dormitory Registration Form V.1.0 2016.07.10
<table>
<thead>
<tr>
<th>Date &amp; Time</th>
<th>Client Name</th>
<th>Client Contact Information</th>
<th>Client Need</th>
<th>Referral To</th>
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Page _______ of _______
Opening and Operating the Shelter Checklist—Reception and Registration

Reception

☐ Greet every client and visitor and treat them with patience, kindness and respect.
☐ Regularly acknowledge and see to the needs of families who are waiting to be registered.
☐ Identify clients who have immediate needs, such as medical attention, and refer them to the appropriate person.
☐ If the registration area is busy, distribute the Shelter Client Welcome handout and explain expectations to each family before they reach the registration table.
☐ Media and law enforcement are not permitted to walk around the shelter unescorted or to obtain forms or the information on them. If asked to share this information, politely ask the visitor to sign in and wait while you get your supervisor or shelter manager to assist them.

Registration Process

☐ Register clients using the Shelter Dormitory Registration form—one per household.
☐ Make the observations and ask the questions on the top of the form to ensure proper assistance for clients with medical or functional needs, dietary concerns or behavioral health assistance.
  o Remember customer service even when you are referring a client to another worker. Make sure the client does not feel passed-along or set-aside. For example, walk the client over to the other worker and introduce them. Make sure there is a connection before leaving the client.
☐ If dormitory registration forms are not available, use index cards or sheets of lined paper. When needed, request to use the facility’s copier machine.
☐ Give each family a copy of the Shelter Client Welcome handout.
☐ Remind clients that they are to sign in and out at the reception desk each time they leave or return to the shelter.
☐ Ask about processes for the following:
  o Organizing and filing dormitory registration forms.
  o Tracking clients as they come and go from the shelter (temporarily or permanently).
☐ Notify the shelter manager or your supervisor immediately if:
  o An unaccompanied minor needs to register.
  o Someone answers “yes” to the question on the Shelter Dormitory Registration form about needing to register with a government agency.
Reporting

☐ Maintain shelter statistics and, on request, report this information to your supervisor or shelter manager.

☐ Provide the number of new dormitory registrations to the shelter manager for inclusion in the *Daily Shelter Report*.

☐ Ensure that all forms are kept confidential and secure. Only the shelter manager, shift supervisor or higher staff members may have access to these forms.
Welcome to Your Red Cross Shelter

We hope your stay here will be as pleasant as possible, considering the circumstances. American Red Cross disaster assistance is provided at no cost. Please take a few minutes to read the important information below. As additional information becomes available, we will inform you as soon as possible. Please reach out to a shelter worker if you have any questions or concerns.

**Everyone is Welcome**

Everyone is welcome at a Red Cross shelter. The Red Cross does not discriminate based on nationality, race, religious beliefs, class, disability, political opinions, sexual orientation, or gender identity.

**Service Animals**

Service animals are welcome in Red Cross shelters. Service animals are trained to do work or perform tasks for an individual with access and functional needs, including those with disabilities. Service and assistance animals are not pets. Please speak with a shelter worker if your service animal is in need of food or supplies.

**Pets**

We understand that your pets are very important to you. To maintain a safe and healthy environment for all residents, however, pets are not allowed in this shelter. Please make arrangements for your pet before entering the shelter, and ask a shelter worker if you need assistance finding shelter for your pet.

**Specific Needs**

Please tell a shelter worker as soon as possible if you have any specific needs or requests for equipment, supplies, food, or cultural or religious requirements. Every effort will be made to accommodate your needs.

**Reunification with Family and Friends**

Let your family and friends know you are Safe and Well by registering on [www.redcross.org/safeandwell](http://www.redcross.org/safeandwell). You can also re-register when you leave the shelter to let your family and friends know that you have moved on. Ask a shelter worker if you need assistance.

**Food**

Snacks and refreshments are available in the feeding area throughout the day. Meals will be served in the feeding area at the times posted on the schedule. If you have specific dietary needs, please let a shelter worker know as soon as possible. To avoid spills or attracting bugs, please keep all food and drinks out of the sleeping area. Water and baby bottles are permitted.

**Medical Problems and Injuries**

Please notify a shelter worker if you or a family member are taking medication or have a medical condition with which you need assistance or if you are not feeling well. Please notify a shelter worker if you observe anyone needing medical attention. Workers from Disaster Health Services are available to assist everyone in the shelter.

**Emotional Support**

Staying in a shelter following a disaster can be stressful. If you, your children, or any other family members are feeling stress, anxiety or the need to talk to someone, trained professional counselors are available to assist you 24 hours a day. Please ask a shelter worker to put you in touch with a Disaster Mental Health counselor.

**Schedules**

There will be a schedule posted to make sure you are aware of meal times, shower times, quiet hours, etc. Ask a shelter worker if you are unsure where the schedule is posted.
<table>
<thead>
<tr>
<th>Section</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children</td>
<td>Parents are responsible for supervising their children while in and around the shelter. Children should not be left unattended. In some cases, supervised areas for children may be provided. Ask a shelter worker if this service is available.</td>
</tr>
<tr>
<td>Check In/Out</td>
<td>We appreciate you checking in and out of the shelter every time you enter or leave the shelter. This helps us maintain a safe and secure shelter environment.</td>
</tr>
<tr>
<td>Dormitory Registration</td>
<td>Please register at the dormitory if you will be sleeping at the shelter. Registration allows us to gather the information we need to help you. All registration information is kept confidential.</td>
</tr>
<tr>
<td>Photographs</td>
<td>Your privacy and the privacy of all shelter clients are very important to us. Therefore, we do not allow photos to be taken of shelter clients without their written permission—including with cell phones or personal cameras. If you feel that your privacy has been violated, please inform a shelter worker immediately.</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>Thank you for helping us to keep the shelter as clean as possible. We appreciate you picking up after yourself and following the bathroom courtesy guidelines that are posted in the restrooms. Please let a shelter worker know immediately if the restroom is in need of cleaning or supplies.</td>
</tr>
<tr>
<td>Quiet Hours</td>
<td>To ensure all residents can get the rest they need, quiet hours will be in effect each night during specified hours (usually 10:00 p.m.—7:00 a.m.). Please see the posted schedule or ask a shelter worker to confirm these times. Please keep the sleeping areas as quiet as possible during the day, as well, for residents who may want to sleep or rest.</td>
</tr>
<tr>
<td>Be Respectful</td>
<td>Be respectful to fellow clients and workers. Negative behavior, including foul language, abusive behavior, stealing, destruction of property, or other behavior that is disruptive to others, will not be tolerated.</td>
</tr>
<tr>
<td>Personal Belongings</td>
<td>Unfortunately, we cannot assume responsibility for your personal belongings. We recommend you lock your personal belongings in your car and out of sight. If that is not possible, keep valuable items with you.</td>
</tr>
<tr>
<td>Smoking</td>
<td>Smoking of any kind, including e-cigarettes and other smoking devices, is permitted outside the building in designated smoking areas only. For safety purposes, matches and lighters may only be used outside the building as well. Please dispose of cigarette butts and matches properly. Note: schools and some public buildings do not allow smoking on their campus. Please ask a shelter worker where smoking is allowed.</td>
</tr>
<tr>
<td>Alcohol, Illegal Drugs, and Weapons</td>
<td>To maintain a safe and welcoming environment for everyone, alcoholic beverages, illegal drugs, and weapons (including concealed weapons) are not allowed in the shelter or on the shelter grounds.</td>
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</tbody>
</table>

We appreciate any help you can provide while you are staying in the shelter.
If you would like to help, please tell a shelter worker.
Thank you for helping us to take care of your temporary home!
Reception and Registration Logistics
If people have to leave their homes as a result of a disaster, a large influx of clients may arrive at the shelter at one time.

Challenges
- Long lines
- Supply of forms is depleted
- Clients arrive injured, hungry or needing medication

Tips for Working in Reception and Registration
- Provide snacks and drinks in the reception area.
- Ensure the reception and registration tables are always staffed.
- Distribute the Shelter Client Welcome handout while clients are in line to register.
- Keep client paperwork secure and confidential.
- Make a referral to a health worker if someone needs medical attention. Call 911 if the client has urgent medical needs.
Visitors
When you work in reception and registration, in addition to interacting with clients, you also will have visitors arrive at the shelter. Due to privacy and safety issues, you cannot say anything that might confirm the presence of clients in the shelter.

Opening and Operating the Shelter Checklist—Shelter Visitors

- In order to protect the privacy of shelter clients, you cannot confirm the presence of any client within the shelter.
- All visitors, including media and politicians, should be greeted and treated in a professional manner and not turned away. Ask them politely to wait while you get the shelter manager or shift supervisor.
- Ask media and political figures, to sign in on the Visitor Sign-In form and wait while you get the shelter manager. Immediately contact the shelter manager and, if available, someone in Disaster Public Affairs.
- Know and follow the procedures at your shelter for handling all types of donations.
- Use the Resource Record (Form 6455) to record all accepted donations.

Visitor Requests/Situations Activity Notes

1. Visitor asking if a friend is in the shelter.

2. Visitor wants you to give a client a package.

3. Visitor wants you to help him find his family member who is ill; he thinks he might be at the shelter.

4. Police officer, looking for a murder suspect, wants to see shelter records and to look around.

5. State senator (VIP) arrives and starts walking toward the dormitory.

6. A news reporter arrives and walks past reception and registration, toward the dormitory.
**Partners and Providers**

- Red Cross partners and other service providers will be working in the shelter, e.g., workers from a co-located pet shelter, FEMA, Salvation Army and others.

- Check with your supervisor to learn the steps when these visitors arrive at the shelter, such as: sign-in process, ID requirements and who needs to check in with the shelter manager.

- Treat partner workers with as much respect and compassion as you treat your fellow Red Cross workers. They are also working hard to provide great service to clients.

**Donations**

- Money should not be accepted at the shelter because it may create the impression that Red Cross is accepting fees for services.

- Give anyone who wants to donate money an addressed donation envelope from the Shelter Supply Kit.

- When people come to the shelter to donate supplies or loan equipment, greet them warmly and direct them to the person at the shelter assigned to accept the donated items.

- All unsolicited donations of products, except home-cooked food, should be accepted at the shelter.

- Prepared food donations can be accepted from health department-approved vendors or those vendors that would meet health department requirements.

- Ask your supervisor for the latest guidance on donations management.

- Always respond to offers with thankfulness and appreciation.
Shelter Teams Activity Notes

Information Area

- Rules
- Tasks
- Success factors

Dormitory

- Rules
- Tasks
- Success factors

Feeding

- Rules
- Tasks
- Success factors
Opening and Operating the Shelter Checklist—Information Area

You are the liaison between the clients and the disaster operation and shelter staff. Do not assume that everyone can read posted notices or hear spoken announcements.

Communication Methods

Use various methods for communicating important information to shelter clients, such as:

- Signage in appropriate languages
- Client Meetings
- Bulletin Boards
- Information Desk
- Flyers
- PA Announcements
- One-on-One Conversations

Disseminate Information

- Make sure clients are aware of general shelter information—meal times, lights out, etc.
- Update clients on the status of the disaster.
- Provide information on the disaster relief operation.
- Provide information about community resources that might be available to help meet disaster-caused needs of shelter clients, including government, non-profit and faith-based resources. This could also include information such as nearby laundromats, public transportation and pet shelters.
- Remind clients that any personal items they bring into the shelter are their responsibility.
- Ensure that clients who were not able to attend shelter meetings receive pertinent information.
- Inform clients about safety concerns and issues at the shelter.

Confirming Information

- Confirm all information. Do not disseminate information until it has been confirmed, and work with shelter staff to dispel rumors.
- Keep an updated rumor/fact board to dispel rumors in the shelter.
Opening and Operating the Shelter Checklist—Dormitory

Supplies

☐ Distribute comfort kits, one per client (should last ~3 days). Do not give them directly to children.
☐ Distribute blankets, allowing two per cot.

Monitoring

☐ Circulate through the dormitory and surrounding areas regularly to make sure that they are secure and that clients have access to the services and resources they need while staying in the shelter.
☐ Monitor sleeping areas at night.
☐ Monitor the area to prevent clients from bringing firearms, alcohol, non-prescription drugs, tobacco, etc., into the dormitory.
☐ Be sure there is adequate ventilation and that the room temperature is comfortable.
☐ Ensure no food or drinks other than water or infant formula are consumed in the dormitory area.
☐ Make sure lighting is dim during sleeping times.
☐ Look for tripping hazards and make sure aisles are maintained.
☐ If you see that rules are being broken, enforce the rules in the most polite and respectful way possible.

Reporting

☐ Provide a daily midnight headcount at the direction of your supervisor, for inclusion in the National Shelter System (NSS). For some operations, a noon count will be conducted.
Opening and Operating the Shelter Checklist—Feeding

Inventory

☐ **Write everything down.** Track initial inventory, the number of meals/snacks served and the number of mass care items given out.

☐ Make sure you understand and follow the shelter’s process for inventory of meals and snacks.

☐ A bottle of water or cup of coffee is counted as a snack if given without a meal.

☐ Make sure the 24-hour and reception snack tables are kept appropriately stocked.

Serving Food

☐ Assist with preparing and serving meals at the direction of your supervisor.

☐ Be sure to practice safe food handling at all times.
Unit 4: Closing the Shelter

The Closing Process
Closing down a shelter involves tasks for workers in all areas.

- Communicating the shelter closing to clients
- Taking inventory
- Finalizing and securing records
- Cleaning equipment
- Restocking and returning supplies
- Returning the shelter to its pre-disaster condition

Communicating to Clients

- Information needs to be accessible to all shelter clients, including those with disabilities or other access or functional needs.
- Provide 48-hours’ notice, if possible. It is important to give clients time to make alternate arrangements.
- Clients experiencing barriers prohibiting them from leaving the shelter should be reported to your supervisor.

Cleaning

- The shelter must be restored to its pre-disaster condition so it can be returned to its owner.
- Surveying for damage is as important at closing as it was when the shelter was opening.

Reporting/Inventory

- A closing inventory of all the equipment and supplies needs to be documented.
- The disposition of all items in the shelter needs to be documented on the Shelter Inventory form or the Resource Record (Form 6455).
Closing the Shelter Checklist—For All Areas

**General**

**Cleaning**
- Clean areas of the facility that have been used during sheltering, per your supervisor’s instructions; return the facility to as close to pre-disaster condition as possible.
- If you notice any damage, take pictures, if possible, and alert your supervisor immediately.
- Ensure that all equipment is properly cleaned, disposed of or returned to the appropriate place.

**Reporting/Inventory**
- Use the *Shelter Inventory* form and *Resource Record* (Form 6455) to take inventory and find out where items should be directed at closing.
- Make any final additions to the *Shelter Log*.

**Registration**

**Reporting**
- Upon clients’ final departure, record a post-disaster address on the *Shelter Dormitory Registration* form and note that clients have left the shelter permanently.
- Make sure *Shelter Dormitory Registration* forms remain secure during the closing of the shelter.
- Ask your supervisor about the appropriate disposition for all forms, including the *Shelter Dormitory Registration* forms.

**Supplies**
- Restock the Shelter Supply Kit, as instructed by your supervisor, using its initial inventory as your guide.
Information Area

Supplies

☐ Remove ARC posters, banners and signs from all areas of the shelter, including the exterior, using the Signage Log of Locations. Save for reuse whenever possible.

☐ Remember to remove any ARC signage posted in and around the community directing people to the shelter.

Clients

☐ Communicate closing information to clients as soon as it is confirmed. Provide 48-hours’ notice, whenever possible. Provide both oral and written notice. Make sure all clients are notified, including those with access, functional or language needs.

☐ Communicate with clients one-on-one. If you learn that clients are experiencing barriers prohibiting them from leaving the shelter, communicate these concerns to your supervisor.

Dormitory

Cots

☐ When possible, clean and dry all cots per the cot cleaning instructions on the Sheltering Toolkit on the Exchange, having shelter clients assist if possible.

☐ If a cot was set up, it should be cleaned, whether it was slept on or not.

☐ If cleaning cots is not possible, clearly identify used and unused cots and keep them separated, so they can be cleaned upon return.

☐ Clearly mark any broken or incomplete cots.
Feeding

Clients

☐ Make sure clients know when the last meal will be served.

Supplies/Equipment

☐ If the facility’s food supplies have been used, check with your supervisor to see if they should be restocked.

☐ Consult with your supervisor to determine disposition of excess food items and supplies, as well as how they should be packed.

☐ Keep perishable items separate from non-perishable items and separate food items from cleaning supplies.

☐ Make sure all equipment has been washed, rinsed and sanitized. Special attention should be paid to the rubber gaskets and nozzle heads of the food and beverage Cambros.
Unit 5: Course Closing

Sheltering Program Principles
Clients are always put first, workers have a positive experience and the program is continuously improved.

Sheltering Program Principles Activity Notes
Ways to carry out the Sheltering Program Principles in the following shelter roles:

Reception and Registration Worker

Information Area Worker

Dormitory Worker

Feeding Worker