

USE OF SENIOR CENTER FOR SHELTERING AND MASS CARE IN CASE OF A DISASTER

A. Disaster Coordination. When an emergency is declared by the Mayor, the Senior Center may be used for the Sheltering and feeding of displaced vulnerable citizens during a major emergency. The City shall rely on the American Red Cross to coordinate the shelter and feeding operations associated with a disaster. City staff shall provide support to the American Red Cross on an as needed basis.

In addition to sheltering and feeding, the Red Cross may perform a variety of other valuable emergency services, including support for disaster victims, disaster welfare inquiries, coordination of assistance from other volunteer organizations, and assistance to local governments in damage assessment.

B. Shelter Considerations. Providing shelter in the senior center for evacuees may be of great importance, particularly at night or during inclement weather. If the demand for space exceeds the capacity of the Senior Center, the priority shall be to:

1. Vulnerable Senior Adults
2. Pregnant women
3. Vulnerable children
4. Other vulnerable populations
5. General population

In order to effectively serve the needs of evacuees, the senior center should provide the following facilities, services, and characteristics during the emergency:

- One qualified person to serve a Shelter manager – usually a Red Cross representative. If no Red Cross representative is available, the Senior Center Manager shall serve as the shelter manager.
- Limit space to avoid overcrowding
- Maintain an adequate stock of restroom facilities
- Telephone system and/or two-way radio
- Food and refreshments
- Information available for evacuees concerning the emergency

The City and the American Red Cross have established an agreement regarding the use of the Senior Center during a disaster.

C. Emergency Response Personnel. Arrangements for the feeding and sheltering of EOC staff is the responsibility of the Logistics Section. As space allows, EOC staff will sleep and be fed at the EOC. Sleeping areas may also be set up in other city-owned facilities. Response personnel will be released to their homes or stations to sleep. If necessary, space may be arranged in a shelter.

The American Red Cross may feed disaster workers in their feeding and shelter

operations, as well as provide coffee and snacks to on-scene personnel. Families of response personnel may be sheltered together in the event of an extended incident involving a major shelter operation. This will facilitate keeping families informed, and it may improve the morale of response personnel.

C. Procurement of Food and Other Supplies. Purchase agreements for food and other supplies necessary for sheltering EOC staff and response personnel may be established to ensure that adequate supplies are available when needed. This is the responsibility of the Logistics Section of the EOC.

The American Red Cross also maintains agreements for food purchases during a disaster with a variety of retail, wholesale, and fast food companies.

In order to help ease the pressure on the system by persons going to the Senior Center during an emergency, citizens should be educated and encouraged to take the following items to the shelter with them:

- Blankets/sheets
- Pillows
- Cots and sleeping bags
- Flashlights and Extra Batteries
- Canned Food
- Water for drinking
- First aid kit
- Books, games and toys
- Special medication
- Special foods (diet, baby, etc)

The operations and management of the Senior Center as an Emergency Shelter will be undertaken in a number of phases. These are identified as:

1. **Pre-Activation** - This is the preparedness period when a hazard or event is threatening, anticipated, or just occurred. The Center is inspected and the team identified and oriented to their duties.
2. **Opening of the Senior Center as a Shelter** - This represents the phase when an Alert has been raised or an event has occurred. The shelter is prepared for and accepts persons threatened or displaced by the impact of the hazard.
3. **Closure of Shelters** - This phase represents the period after the All Clear when occupation of the shelter is no longer necessary.

- 4 Post-Activation** - The shelter is cleaned, repaired and returned to normal use.

4.2 PRE-ACTIVATION

- 4.2.1 The Shelter Manager and members of the Shelter Management Team must conduct a preliminary inspection of the building to determine if it is still habitable since the last check.

4.2.3 Obtain Keys

- A. Location of keys must be known and should be easily accessible
- B. Duplicate keys should be obtained and kept at an alternative location
- C. Ensure that there is a labelling and identification of all keys
- D. Ensure that Keys are kept securely

4.2.3 Determine Space Available

- A. Identify space to be used for housing shelter occupants and other activities
- B. Determine/allocate space (footage) per person
- C. Designate functional areas (Registration, Sleeping, Counselling)
- D. Check building to ensure that essential facilities are in good working condition (running water, functioning toilets, power, kitchen, equipment)
- E. Check for any visible defects (loose connections, bolts and fasteners, roof, leaks, windows and doors)

4.2.4 Mobilise Support Team

- A. Alert support team
- B. Have ongoing/periodic contact with support team, especially before the hurricane season starts
- C. Provide necessary updates
- D. Inform members of when and where to report
- E. Hold meetings
- F. Assign duties and delegate responsibilities

4.2.5 Prepare a Management Plan

- A. Assist with public information activities

- B. Identify means of communication
- C. Prepare list of families
- D. Prepare list of recreational activities and equipment

4.3 OPENING OF SHELTERS

4.3.1 Pre-Occupancy (Action depends on Nature of Emergency)

- A. Open shelter at designated time
- B. Prepare shelter to receive evacuees
- C. Check building to determine condition of facilities

4.3.2 Occupancy

- A. Register staff and residents
- B. Secure supplies and equipment
- C. Assign registrar and assistant

4.3.3 Conduct Briefing/Information Sessions

- A. Review duties, rules, areas and staff introduction
- B. Review liability and responsibilities, i.e. breakage, damage, willful destruction
- C. Conduct daily meetings with shelter occupants
- D. Inform shelter occupants of ground rules

4.3.4 Secure Supplies

- A. Contact the American Red Cross and other relevant assistance agencies
- B. Ensure availability of supplies needed
- C. Make necessary arrangements for receiving supplies
- D. Arrange for receipts of supplies
- E. Organize and secure proper storage of supplies
- F. Check and record supplies
- G. Check expiration dates of canned goods
- H. Check for integrity of cans - dents, etc
- I. Inventory supply items

4.3.5 *Prepare A Management Plan*

- A. Review shelter rules and modify as necessary
- B. Designate areas for specific activities
- C. Assign tasks to support team
- D. Prepare checklist for various functions and tasks
- E. Determine tasks to be performed by shelter residents
- F. Complete necessary documentation
- G. Brief support team on specific duties

4.3.6 *Establish Areas for Various Activities*

- A. Mark designated areas
- B. Inform shelter residents of areas - use notice board
- C. Communicate with American Red Cross and Emergency Operations Center (EOC) if activated

4.3.7 *Maintain Discipline*

- A. Post rules
- B. Inform occupants
- C. Appoint monitors
- D. Enforce ground rules

4.3.8 *Distribution of Supplies*

- A. Appoint storekeeper
- B. Establish inventory
- C. Identify needs
- D. Appoint person(s) to distribute and retrieve supplies
- E. Conduct daily stock taking
- F. Conduct daily inventory reports
- G. Requisition supplies as needed
- H. Prepare and distribute meals
- I. Develop simple basic menu
- J. Identify persons to prepare and distribute meals
- K. Secure food items and utensils

- L. Set meal time
- M. Prepare and post distribution roster
- N. Cleanup meals area

4.3.9 Recreation

- A. Identify and select persons to coordinate activities
- B. Prepare a list of items for recreation
- C. Acquire equipment

4.3.10 Religious Activities

- A. Identify and select persons to coordinate activities

4.3.11 Security

- A. Identify, select, brief and appoint persons to perform security functions
- B. Use identification badges

4.4 CLOSURE OF SHELTERS

4.4.1 Arrange For Proper Evacuation of Shelter

- A. Conduct a head count
- B. Obtain “All Clear” signal from the EOC or other authority
- C. Retrieve supplies and distribute to occupants
- D. Request necessary transportation for those in need (aged, disabled)
- E. Organize residents leaving by area
- F. Arrange for continued temporary shelter for those unable to return home

4.4.2 Organize Cleanup & Secure Building

- A. Assign and activate cleanup teams
- B. Arrange for collection and disposal of waste
- C. Inspect building for damage sustained during occupation
- D. Restore arrangement of building
- E. Close up building and return keys

4.4.3 Prepare Reports

- A. Gather information
- B. Call staff meeting
- C. Prepare report and debrief