

Shelter Operations Manual

Purpose & Overview

This document is intended to serve as a guide for a Bedford CERT team charged with opening and running a residential shelter. While hopefully there will be continuity of personnel and functional assignments, this cannot be guaranteed. Thus, this manual can be used to assign work functions to the team members present and then to be a guide to the activities and procedures for each function.

There are eight primary functions that will need to be addressed to open and run a shelter.

- Shelter Manager
- Shelter Setup
- Shelter Registration and checkout
- Pet registration, management, and checkout
- Dormitory setup, assignment, and ongoing management
- Recreation
- Food
- Shelter breakdown

While ideally each of the above will have a designated team leader, it is more likely that assignments will be fluid. Some functions obviously only operate before residents actually arrive, or after they leave. It is important that, at any point in time, it is clear who is leading each function (clear to the individual and to other team members). Some functions may share ownership.

Shelter Manager

The shelter manager has the following responsibilities:

- Identifying and logging what CERT team members are onsite, and their current function(s). Assign and re-assign members to functions as needed
- Serving as the point of contact for the Bedford EMD (or delegate)
- Serving as the point of contact for the Bedford High School designated PIC
- Ensuring that layout, setup procedures, signage, and medical space have been properly identified and signed
- Coordinating with onsite EMT
- Managing a schedule of CERT participants over the course of the shelter
- Ensuring that 'before' pictures of the shelter location are taken, noting any discrepancies
- Secure, with help from BHS point of contact, a separate room to be used by the on site EMD for medical use
- Ensuring that the site is returned to the BHS designee in an acceptable condition
- Determining if the shelter capacity (50) is to be exceeded, necessitating moving the dormitory to the gymnasium. Coordinating with school PIC to do so
- Managing a handoff of the Shelter Manager function to an incoming Shelter Manager
- Ensuring that shelter residents understand who the CERT members are and their roles (CERT members should be easily identifiable – high viz yellow shirts or vests)

Set-up Function

General Responsibilities

1. Initial setup of the People Shelter area. The shelter area for people will be in the “common area” in the Bedford High School, next to the cafeteria cooking area. If a very large shelter area is required, then the gymnasium may also be used. People requiring shelter will come through the main door, into the main vestibule, where they will be registered and then assigned to cots that are in this dormitory area. People with pets will be asked to register their pet in the pet shelter area and then return to register. Fig 1 shows the people shelter area and the designated areas within that space. Note that barriers (dividers) must be set up using the folded tables that are in this area to create a walkway to the dormitory area and to separate the dormitory from the rest of the area. (Should, in the future, the EMD/BHS/CERT acquire dividers that are higher and provide more privacy, then they should be used). This is the preliminary setup in the Shelter. Prepared signage and white boards should be placed appropriately to identify the dormitory, dining, recreation areas. A registration table and chairs shall be set up in the main vestibule to register individuals and families.
2. Assist other functional operations. After initial setup the Setup Function Team Leader shall assist in setting up cots and providing assistance to the setup of the recreation, pet shelter and dormitory areas.

Specific Tasks

After receiving call to set up shelter. It is recommended that the following checklist be used. This is considered a normal activation of CERT by the Emergency Leadership in Bedford. Dress appropriately and bring CERT ID. Bring any radio communications gear. It is quite possible that a long activation may be at hand, so bring water or snacks. If there are any issues at your home or with family, inform the CERT activation system that you will be unavailable and provide an approximate time for activation.

- Check in at Bedford High School and locate all the shelter items (note – these are stored in the ‘Green Room’ behind the stage of the auditorium)
 - a. Cots
 - b. Signage
 - c. Blankets
 - d. Whiteboard
 - e. Tubs with registration materials, pens, tape, clipboards, etc
 - f. Other shelter materials

- Coordinate with the Shelter Manager to determine when the school custodian, Red Cross support, Bedford Police Officer and EMT will be at the shelter.
- Start Shelter setup
 - a. Cots (25) (plus two 'special' cots for special needs individuals.
Remember to read the tags on cots to easily set up the cots. Set cots up in a matrix with numbered rows and lettered columns.
 - b. Signage, both the preprinted and hand-written. Put up signage to include meal times but also critical timing events.
 - c. Setup 'Barriers' between dormitory, dining, and recreation
 - d. Registration tables to be set up in the main hallway, not immediately outside The Commons. .

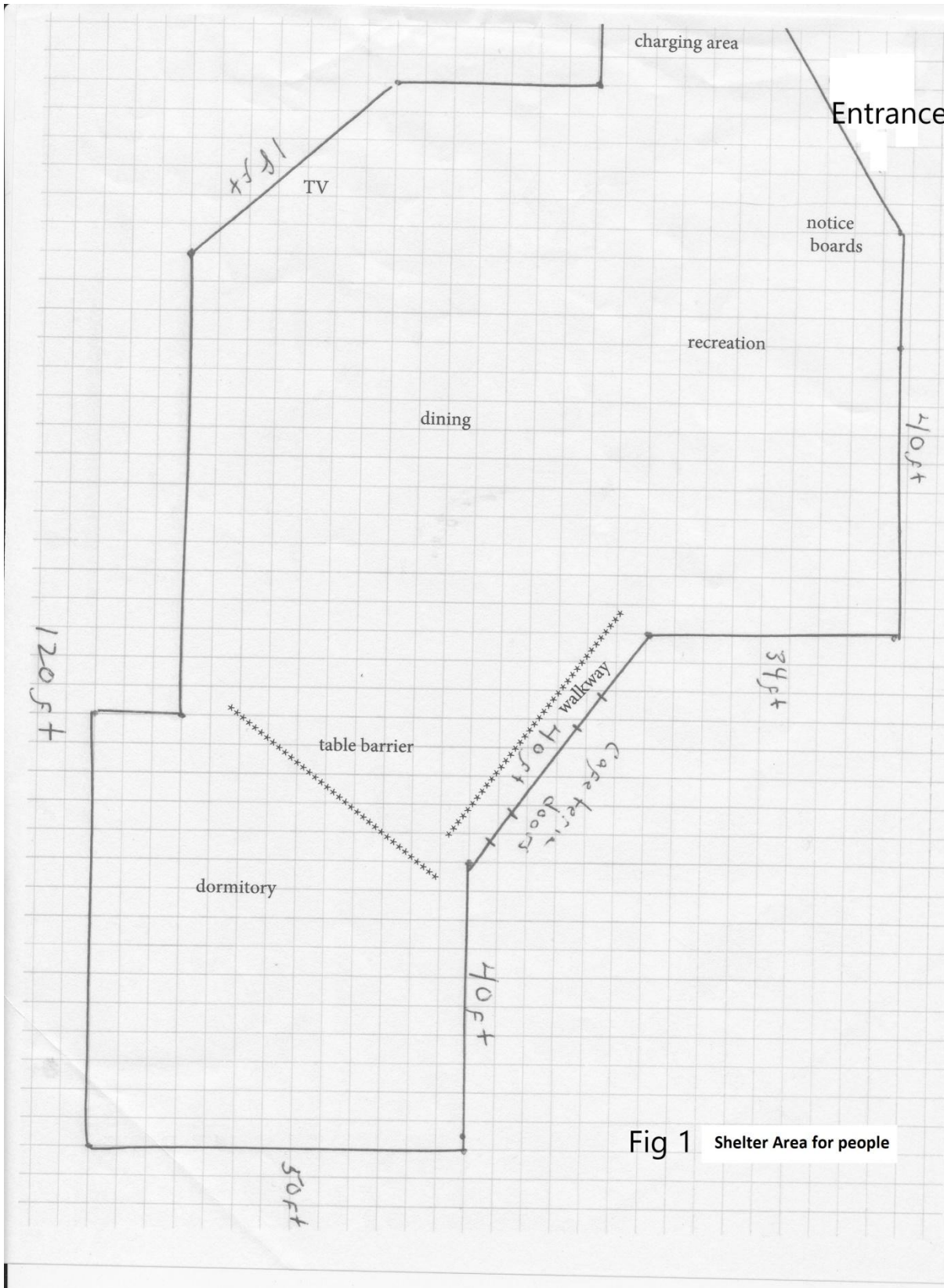


Fig 1 Shelter Area for people

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Registration Procedures

1. Locate the storage bin with registration forms, pens, clipboards
2. Set up 'Registration' sign
3. Identify proper forms (individual, family, residential, day-visitor)
4. If a registrant has a pet, first send to Pet Registration.
5. Complete one of the required forms for each single person or for a family. After this paperwork is completed review the registration form with the registrant and present and discuss the shelter rules sheet.
6. Make it clear that each attendee must sign in and sign out of the shelter area
7. Assign the bedding (cot) for each person and write this info on the forms.
8. Mark off on the master bedding sheet map as the cots are assigned. If overnight accommodations are not required make a notation on the form using the ANR (accommodations not required)
9. Answer all questions or refer the attendees to other staffers as required for specialized needs or questions.
10. Make sure each attendee understands the importance of signing in and out of the shelter area with no exceptions. We must maintain an accurate count and history of citizens using the shelter.
11. File the completed forms for each attendee alphabetically in the required folders.
12. When individuals or families leave the shelter and do not plan to return, pull the registration sheet, mark the time out, and file

Pet Shelter Procedures

1. Set up the area so people can be comfortable when registering their pet.
2. Make sure that there are adequate pens and copies of all forms.
3. Have filing system ready.
4. When a pet is registered, the form should be filled out by a CERT person to ensure legibility
5. Make sure the sign is visible.
6. Make sure all cages are clean and organized and each cage has a number assigned to it.
7. Label each cage so it is clearly identified.
8. Register each pet and record all information on the pet registration form.
9. Make sure registrants read all the rules and check the boxes acknowledging they understand them.
10. Make sure all activity for each pet is recorded on the activity worksheet.
11. Make sure the owner signs the registration form.

Open questions/work to be done

- Need a spot on the registration form that records who is removing the pet from the shelter and be able to record the time when that happens, who is releasing them from the shelter and should we be checking an ID in order to ensure the appropriate person is removing the pet.
- Need a spot on the registration form to record the cage #.
- Who supplies a blanket, water bowl and food bowls?

Dormitory Procedures

1. Use tape on the floor to set up the spacing for each cot/area
2. Work with setup team to setup cots, lay out blankets
3. Put labels on the wall showing the rows and columns as letters and numbers
4. Label individual cots with a row (a letter) and a number using masking tape and a marking pen
5. Ensure trash barrels are available and set up
6. Post rules ie; no food or drink in dormitory area, time for lights out, etc
7. Coordinate cot assignments with the registration desk
8. Coordinate cot inventory as registrants leave
9. Ensure that a CERT person is in the dormitory area at all times

Recreation Procedures

1. Place the **RECREATION AREA** sign in a location where guests can see it as they enter the recreation area.
2. Go to the Green Room and locate the bin that's labeled **RECREATION**.
3. If possible place a table in the recreation room against the wall to place the tablecloth and games on. Place the sign that Reads "**Please Return Games When Finished**" on the wall above the table. If there is no wall space, find a table in the center of the recreation area and use a table top sign.
4. If a television is available, check with the custodian for hook-up. Find the best location furthest from the dormitory. Allow enough room in front of the television in case you want to throw a blanket down for children to sit and watch TV. Keep the television a safe distance from the children.
5. If someone is sitting alone, perhaps you can ask them if they would like to join others to color or play a game.
6. When closing the shelter, gather the signs and return to the appropriate place. Place the tablecloth and games back into the bin and return to the Green Room.

Food Procedures

If the shelter is expected to be open as a residence, we will need to provide breakfast, lunches, dinners, and snacks. We do not have a food stockpile. All food and drink will need to be purchased

We have a letter from the Bedford EMD (Chief Bryfonski) to be used when working with suppliers in town. These suppliers will be paid either by a direct bill to the town or by a town-owned credit card.

The following vendors have agreed to work with CERt to supply food:

- Pizza Bella, Vicky- manager, phone-472-8560. They will also bill the town for any expenses incurred.
- Hannaford (Kilton Rd), -manager, phone-625-5431.
- Harvest Market (not contacted but Harvest does not have standby power. In the event of a widespread power outage their food will spoil. They should be anxious for it to have a home)