COUNTY OF HUMBOLDT

APPENDIX
MASS CARE AND SHELTER PLAN

A supporting annex to
the Humboldt County
Emergency Operations Plan

June 2023

Shelter Activation Quick Guide

When the need is for Evacuation Centers to provide day-time shelter, food and support services

☐ Coordinate with the Humboldt County Emergency Operations Center (EOC) to find best general location for Evacuation Centers. Location must be a safe, acceptable distance from evacuation area and close to major roadways.

☐ Coordinate with American Red Cross (ARC) to access contact people for the chosen Evacuation Centers.

☐ Confirm the Evacuation Center's availability to schedule access and activation.

Coordinate with ARC and DHHS Social Services Branch for disaster service workers, volunteers and food.

☐ Coordinate with Humboldt County Sheriff's Office for provision of security at Evacuation Center.

☐ Confirm if any People with Access and Functional Needs need additional support and coordinate caretaker volunteers.

☐ Coordinate with EOC Public Information Officer/Joint Information Center (PIO/JIC) to release information on Evacuation Center.

Shelter Activation

When the need is to activate overnight Shelters to provide shelter, sleeping accommodations, food support, support services and medical triage

☐ Coordinate with EOC to find best general location for Shelter Facility locations. Location must be a safe, acceptable distance from evacuation area, and close to major roadways (may be same as Evacuation Centers).

☐ Coordinate with ARC to access contact persons for the chosen Shelter Facilities.

☐ Confirm the Shelter Facility's availability and schedule access and activation.

☐ Coordinate with ARC and DHHS Social Services Branch for disaster service workers, volunteers, food services, cots, blankets and other shelter supplies.

☐ Coordinate with EOC or their Department Operations Center (DOC)) for provision of medical and mental health support at shelter.

☐ Coordinate with Humboldt County Sheriff's Office for provision of security at shelter.

☐ Coordinate with EOC PIO/JIC to release information on Shelter.

☐ Coordinate support for evacuees needing transportation to shelter.

☐ Ensure fire and law branches inform their resources close to the shelter of location(s) and expected numbers of clients.

☐ Ensure Emergency Medical Services is notified of shelter location and number of clients.

People with Access and Functional Needs Support

Provide support to people with access and functional needs

Ensure staff available to provide accessibility to the facility and auxiliary aids services within the shelter.

☐ Provide for alternative forms of communications (TTD/TTY, pictographs, large print).

☐ Ensure staff and resources for triage of PAFNs shelter clients including physical and mental health needs.

☐ Provision of resources for in-shelter service animals.

General Shelter Support

☐ Ensure staffing and resources are available for immediate and long-term staffing of the shelters.
☐ Provide situation status of shelters to the EOC (or DHSS DOC), and especially with the PIO/JIC.
Note: people with access and functional needs are prone to transfer trauma and environmental stresses; the sooner they can be moved back to normalcy in their homes or care facility, the better.

Shelter Closure

☐ Coordinate shelter closure with facility management.
☐ Coordinate transportation of shelter clients to their homes or alternate facilities.
☐ Coordinate all financial paperwork (receipts, volunteer and employee sign-in sheets) with EOC Administration/Finance Section.
☐ Develop a schedule and plan to return the shelter to its original purpose as a first priority.
☐ Coordinate placement for those needing long-term housing support.
☐ Ensure expendable resources are ordered for restocking.
☐ Coordinate with Federal and State disaster relief agencies to provide emergency support functions for disaster victims.
☐ Coordinate with Disaster Assistance Centers (if activated) for the delivery of services.

Scalable Mass Care Operations Checklist

Provide administrative support for and supervision of all functions in the shelter. Ensure that the residents' needs are being met.

Opening

Determine scope of shelter services.
- ☐ Determine shelter capacity.
- ☐ Survey and lay out the space plan for the shelter.
- ☐ Complete site review.
- ☐ Brief and organize staff.
- ☐ Ensure that staff understands procedures for:
  - ☐ Support for people with access and/or functional needs
  - ☐ Service animals
  - ☐ Other key issues, including cultural requirements.
- ☐ Assign staff to the following positions and tasks:
  - ☐ Logistics: Put up shelter identification and other signage (outside and inside as appropriate).
  - ☐ Health Services and Mental Health Services: Set up the Health Services and Mental Health Services areas to determine immediate supply requirements and prepare to perform health screenings for incoming shelter residents.
  - ☐ Staffing: Ensure that all shelter staff is registered and properly identified; evaluate staffing needs for the next 48/72 hours.
  - ☐ Registration: Set up registration area.
  - ☐ Feeding: Prepare/set out snacks and beverages in a separate canteen area; determine when, how many of and how the first meal will be obtained/procured.
  - ☐ Dormitory/Logistics: Set up sleeping area(s).
  - ☐ Post internal signage to include shelter guidelines.
- ☐ Call the Emergency Operations Center (EOC) to discuss:
  - ☐ Financial authority limits
  - ☐ Process for ordering resources
  - ☐ Shelter activity reporting requirements
  - ☐ Location of food supplies (vendor information, etc.)
  - ☐ Contact information (including email addresses) for the local EOC, Shelter Manager and appropriate point of contact (POC) at your supporting agency
  - ☐ Security coverage, if necessary
  - ☐ Anticipated shelter population.
- ☐ Develop a staffing plan for the next 48/72 hours.
  - ☐ Coordinate recruitment of additional personnel. Encourage involvement of shelter residents.
  - ☐ Order any needed start-up supplies.
  - ☐ Meet with Feeding staff to discuss feeding options.
  - ☐ Establish a shelter log reporting system.

Ongoing

- ☐ Conduct shift change briefing with the shift supervisor to share issues from the previous shift.
- ☐ Maintain regular (at least daily) communication with the EOC:
  - ☐ Provide daily shelter activity report information.
  - ☐ Discuss issues and resource support needs.

- ☐ Relay plans for shelter's immediate future.
- ☐ Discuss status of overall disaster response, including any potential issues or secondary hazards that might impact shelter operations.
- ☐ Evaluate security requirements and place support requests.
- ☐ Hold regularly scheduled meetings with shelter residents:
  - ☐ Communicate pertinent information.
  - ☐ Provide rumor control.
- ☐ Work with JIC PIO on contacts from media:
  - ☐ Obtain resident permission for media involvement.
- ☐ Hold regularly scheduled meetings with shelter staff.
- ☐ Oversee shift assignments for shelter staff as needed.
- ☐ Monitor shelter operations by regularly walking through the facility including these areas:
  - ☐ Registration area
  - ☐ Food preparation and serving areas
  - ☐ Dormitory area
  - ☐ Other areas of facility, including restrooms and exterior
- ☐ Ensure that resident needs and health standards are being met.
  - ☐ Meet regularly with facility representative to share concerns and address potential problems.
- ☐ Update all contact information regularly:
  - ☐ Supporting agency
  - ☐ EOC
  - ☐ Shelter staff
  - ☐ Health services contacts

Closing

- ☐ Discuss plans for closing the shelter with the EOC.
- ☐ Discuss closing plans with shelter staff. Identify:
  - ☐ Immediate needs of each family and resources that may be available to assist
  - ☐ Individual family relocations, if needed
- ☐ Discuss closing plans with shelter residents. Provide:
  - ☐ Adequate notice of closing
  - ☐ Referrals, if needed
  - ☐ Relocation to another shelter, if appropriate
- ☐ Identify borrowed, misplaced or broken equipment
- ☐ Clean facility thoroughly
- ☐ Remove shelter signage
- ☐ Submit all paperwork to your supporting agency for retention, including:
  - ☐ Shelter Registration Forms
  - ☐ Shelter staff contact information, evaluations, etc.
  - ☐ Purchasing records
  - ☐ Copies of activity logs, invoices and reports
  - ☐ Shelter incident reports
  - ☐ Contracts.

Registration Checklist

The Registration Supervisor and workers are responsible for ensuring that people entering and leaving the shelter go through the registration process. Complete, legible and accurate information about the residents of the shelter is needed.

Opening

- ☐ Set up registration table near entrance. Welcome those entering and answer any questions.
- ☐ Provide enough registration tables to handle the number of residents within a reasonable period of time.
- ☐ Post registration signage at the registration area.
- ☐ Be prepared for large crowds.
    - ☐ Use only one entrance, if possible.
    - ☐ Position shelter staff at other entrances to direct residents.
    - ☐ Do not block emergency exits.
- ☐ Use a registration form, index cards or a pad of paper to record information about families entering the shelter.
    - ☐ Use only one form, card or piece of paper per family. This allows for confidentiality and assists with record maintenance.
- ☐ Provide a Shelter Information Sheet to each family who registers.
- ☐ Refer these individuals to a Health Service staff member:
    - ☐ Ill or injured persons
    - ☐ Any individuals on medications
    - ☐ Any individuals with restricted diets
    - ☐ Any individuals who claim to have formal medical training
    - ☐ People who require/request support for access or functional needs or who may have pre-disaster medical needs (e.g., mother with a newborn infant or someone just released from the hospital)

Registration Note: It is recommended that a DHHS staff member work at the registration table. Remind shelter residents that they are expected to sign out at the registration desk upon final departure.

Ongoing

- ☐ Sign in new incoming shelter residents, and track and provide new registration information to the Shelter Manager.
- ☐ Place signs at all exits to remind those leaving the shelter to go to the registration desk when checking out of the shelter.
- ☐ Provide general shelter resident information.

Closing

- ☐ Ensure that registration forms are forwarded to the appropriate location, as instructed by the Shelter Manager.

Feeding Checklist

The Feeding staff advise **Logistics** and the **Shelter Manager** of what food and supplies are needed; monitor the preparation and serving of food; keep accurate records of meals served and food and supplies received and expended; and, if requested, record the hours of food preparation and serving staff.

Opening

- ☐ Discuss the following with your Shelter Manager:
    - ☐ Meal schedules
    - ☐ Menus
    - ☐ Procedures for obtaining food and supplies
    - ☐ Whether food will be prepared onsite or catered
- ☐ Establish a beverage and snack canteen as soon as possible.
- ☐ Determine when the first meal will be needed.

Feeing Note: The first meal should be served within four hours of shelter opening or at the next traditional meal time (e.g., 7 a.m., noon, or 6 p.m.).

- ☐ Inventory the facility's food and feeding support supplies such as paper towels, plastic and paper utensils and coffee.
- ☐ Ensure that all staff are briefed on safe food handling procedures and provided with required gloves and hats.
- ☐ Keep the list of the facility's initial inventory so that the inventory can be re-stocked prior to shelter closing.
- ☐ Plan menus based on these considerations:
    - ☐ Availability of food
    - ☐ Dietary needs
    - ☐ Cultural preferences
    - ☐ Convenience of procurement and preparation
    - ☐ Cost and quality
- ☐ Locate the dining area near the serving area.
    - ☐ Set up tables and chairs.
    - ☐ Arrange tables and chairs to accommodate the maximum number of people expected to be served at one time.
    - ☐ Post accessible signs communicating information such as meal times, clean-up requests and food restrictions in the dormitory area.
- ☐ Evaluate staffing needs:
    - ☐ Plan staffing levels to accommodate a timely, efficient meal service.
    - ☐ Speak with the Shelter Manager if more feeding/food preparation or serving staff is required.
- ☐ Consider the following food service staffing:
    - ☐ Kitchen and Logistics Supervisor
    - ☐ Cook and helpers
    - ☐ Food service workers
    - ☐ Dishwashers
    - ☐ Clean-up crew
- ☐ Review local health codes and/or contact Division of Environmental Health for assistance and guidance.

Ongoing

☐ Monitor resident needs and adjust meal service times or add additional meal service to accommodate residents who work night shifts.

☐ Establish a work schedule and assign shifts as necessary. Ensure that staff are assigned to and briefed on their specific duties.

☐ Keep menus simple.

☐ Ensure that there is enough food for everyone and that food is not wasted.

☐ Monitor food temperatures and safe food handling procedures. Ensure that all food is eaten in the food service area and is not taken into other areas of the facility (particularly the dormitory area).

☐ Be open to comments and suggestions from the shelter residents.

☐ Serve food appropriate for the weather (i.e., cold food when the weather is hot, hot food when the weather is cold).

☐ Keep records:

    ☐ Maintain lists of all inventory obtained.

    ☐ Keep receipts of all expenses incurred.

    ☐ Record any breakage of the facility's equipment for replacement at closing.

☐ Ensure that food areas are kept clean and sanitary.

☐ Monitor usage levels to adjust orders and inventory levels as the shelter feeding requirements change.

☐ Keep the Shelter Manager informed of the status of your food operation. Report any problems or needs.

Closing

☐ Determine when the last meal will be served.

☐ Discuss the disposition of excess food and supplies with the Shelter Manager.

☐ Ensure that the kitchen and food service area are clean and restored to their pre-disaster condition.

Dormitory Checklist

Dormitory staff are responsible for setting up and assigning sleeping areas within the dormitory; coordinating with Logistics or the Shelter Manager for cots, blankets and hygiene kits; and monitoring the dormitory area to maintain a safe and quiet environment for residents to sleep and rest.

Opening

☐ Designate space within the dormitory area. Allocate separate spaces for:
  ☐ Families
  ☐ Single women
  ☐ Single men
  ☐ Others, including cultural, religious, etc., requirements
☐ Consider items unique to the event.
☐ Ensure that the building is compliant with the Americans With Disabilities Act (ADA), allowing access and movement through the building to all individuals.
☐ Work with Logistics or the Shelter Manager to procure blankets, cots, pillows, towels and hygiene items.
☐ Set up cots and distribute blankets, pillows, towels and hygiene items.

Ongoing

☐ Communicate to residents that personal items are the responsibility of the resident.
☐ Post shelter rules in appropriate languages within the dormitory and monitor the dormitory to ensure that shelter rules are being followed.
☐ Post the "lights out" and "quiet hours" schedule within the dormitory.
☐ Arrange for dim lighting during sleeping times.
☐ Coordinate with security personnel to ensure that shelter personnel circulate throughout the shelter during quiet hours.
☐ Control all equipment using standard inventory techniques.
☐ Communicate that shelter occupants are expected to help keep the dormitory area clean.
☐ Coordinate with Health Services staff to monitor shelter residents for potential health issues.

Closing

☐ Determine disposition of all dormitory equipment in conjunction with Shelter Manager.
☐ Take down and clean equipment (cots, blankets, etc.) as required.
☐ Return equipment as requested by the Shelter Manager.
☐ Clean the dormitory area, returning it to a pre-disaster condition.
☐ Remove all shelter signage.

Dormitory Note: It may be useful to have families sign for the number of cots and blankets that they have been issued.

Staffing Checklist

To ensure proper staffing levels, it is important to anticipate workload and staff availability. Individuals assigned to ensure that proper staffing levels will coordinate with the Shelter Manager and supervisors to recruit, train, assign and release employees and volunteers.

Opening

- ☐ Consult with the Shelter Manager and other supervisors to determine each function in the shelter. Make a list of the following:
    - ☐ Tasks to be performed and expectations to be met
    - ☐ Skills needed
    - ☐ Hours required daily.
- ☐ Prepare a daily schedule for each function that includes the list of tasks to be performed:
    - ☐ Number of staff needed
    - ☐ Schedule of times for tasks to be performed
    - ☐ Post daily staff sign-in and sign-out sheets to log individual work times.
- ☐ Secure a staffing work space that:
    - ☐ Is easily accessible to staff
    - ☐ Can be used as a sign-in, interviewing and orientation area.

Ongoing

- ☐ Survey the existing shelter population for possible staff. Look for people with the type of skills and abilities needed to fill various shelter positions.
- ☐ Keep a daily record of all shelter volunteers.
    - ☐ Maintain each volunteer's name, address and phone number.
    - ☐ Note if each volunteer was also a shelter resident.
    - ☐ Maintain a log of each volunteer's date/hours worked.
- ☐ Ask the Shelter Manager what statistics will be needed for the daily report. Track and provide this information consistently.
- ☐ Do not assign shelter volunteers to jobs that would expose them to the personal information of other shelter residents.

Closing

- ☐ Provide all records needed for retention to the supporting agency.
- ☐ Ensure that volunteers receive recognition by submitting their contact information to the supporting agency.

Logistics Checklist

Logistics personnel have a variety of important tasks to perform to ensure proper shelter operations. These tasks include supporting the use of the facility; ensuring the safety, security and sanitation of the shelter; and procuring, tracking, storing, distributing and returning or disposing of supplies and equipment at the shelter.

Opening

- ☐ Conduct a quick inspection of the facility. Note the:
    - ☐ General condition of the areas to be used
    - ☐ Potential hazard areas.
- ☐ Inventory and establish security for the facility's supplies and equipment.
- ☐ Prepare the facility for operations.
- ☐ Place signage inside and outside the building.
- ☐ Support the equipment/furniture placement in the following locations:
    - ☐ Waiting area
    - ☐ Registration area
    - ☐ Health Services and Mental Health Services areas
    - ☐ Dormitory area
    - ☐ Food serving area
    - ☐ Children/family area
    - ☐ Lounge/recreation area
    - ☐ Staff area
    - ☐ Shelter Manager's Office
    - ☐ Supply and storage areas.
- ☐ Discuss with the Shelter Manager:
    - ☐ Building security
    - ☐ ADA compliance
    - ☐ Financial authority
    - ☐ Process for requesting needed items
    - ☐ Shower/bathing facilities, if applicable
    - ☐ Extra restrooms/toilet facilities, if needed.

Ongoing

- ☐ Conduct routine rounds of the facility including:
    - ☐ Perimeter walks
    - ☐ Interior walks.
- ☐ Conduct safety inspections:
    - ☐ Kitchen
    - ☐ Storage areas
    - ☐ Food staging areas
    - ☐ Dining areas
    - ☐ Restrooms
    - ☐ Entrances and exits
    - ☐ Dormitory areas
    - ☐ Health Services and Mental Health Service areas.
- ☐ Coordinate with other functions regarding supply needs.
- ☐ Take steps to resolve any facility or supply problems.
- ☐ Consult with the food preparation supervisor about food sanitation arrangements.

☐ Discuss waste removal and pick-up arrangements with your supporting agency.
☐ Order supplies necessary to ensure proper sanitation and personal hygiene.
☐ Keep records of expenses.

Closing

☐ Return all borrowed or rented equipment to owners.
   ☐ Submit a list of returned items to your Shelter Manager.
☐ Return the facility to its pre-disaster condition.
   ☐ Clean the facility.
   ☐ Remove signage inside and outside.
   ☐ Note any shelter-related damage and arrange for repair.
☐ Conduct a final inspection of the building.
   ☐ Discuss any additional follow-up needed with your supporting agency.

Health Services and Mental Health Services Checklist

Health Services and Mental Health Services should be made available to ensure that shelter residents' basic health needs and applicable public health standards are met. This is often achieved by referring residents to the appropriate medical providers.

Opening

☐ Obtain contact information from your supporting agency or your local EOC and discuss potential Health and Mental Health needs and resources for the shelter.

☐ Conduct an initial Health and Mental Health screening with each family member and make appropriate referrals if necessary.

Ongoing

☐ Arrange to meet the anticipated needs of all shelter residents, including:

 ☐ Infants

 ☐ Elderly

 ☐ People with functional needs.

☐ Discuss needed medical coverage with your supporting agency.

☐ Determine dietary needs and discuss these with your Shelter or Feeding Manager.

☐ Note individuals with communicable diseases (e.g., flu, lice) and discuss appropriate interventions with your supporting agency.

☐ Note individuals with pre-existing medical conditions.

☐ Discuss shelter facility health inspections with your supporting agency.

☐ Monitor individuals on medications and provide secure storage for these medications.

☐ Discuss shelter facility health inspections with your supporting agency.

☐ Arrange for 24-hour medical consultation by getting a recommendation from your supporting agency or the local EOC.

☐ Ensure that health/medical records are properly documented and securely maintained.

☐ Circulate among residents to monitor, engage with and provide support to those in need. Provide referrals if necessary.

Closing

☐ Transfer health/medical records as directed by your supporting agency.

☐ Return supplies and equipment.

Health Services Note: Always:

☐ Coordinate with local health departments, hospitals, ambulance services, crisis counseling services and local mental health agencies and disability groups to establish their capabilities and protocol for support.

☐ Have emergency phone numbers in an easily viewable location, and make a phone available for staff and residents to call for help.

☐ Identify qualified staff that can administer first aid/CPR, and have a fully stocked first aid kit available.

Shelter Positions Checklists

Shelter Manager

Supervisory Level
Activity: Sheltering
Possible Work Site(s): Shelter Site(s)
Job Summary: The Shelter Manager is responsible for providing supervision and administrative support for actions within the shelter. This person ensures that the needs of the shelter occupants are being met. They supervise a work unit composed of service associates by assuming accountability for the assigned workers within the activity as well as being able to answer common questions on a day-to-day basis.

Major Tasks

☐ Establish contact with facility representative and activate the building when ready.
☐ Ensure a shelter agreement is completed, the general facility has been assessed and any pre-existing damage is noted.
☐ Establish and maintain contact with supervisory unit (EOC).
☐ Plan for staffing and other support requirements for the next 48 hours.
☐ Coordinate recruitment of additional personnel. Encourage the involvement of shelter residents as workers.
☐ Organize and brief staff. Ensure that all positions are staffed.
☐ Ensure local affiliated and non-affiliated workers are used to the fullest extent by providing support, training, evaluation and inclusion with the visiting workforce.
☐ Evaluate and provide for appropriate development/mentoring opportunities for assigned staff.
☐ Complete work performance evaluations for all staff in work unit, as appropriate. Obtain technical review from the appropriate reviewer.
☐ Order start-up supplies and equipment and request any support needed through Material Support Services or other designated representative.
☐ Assess feeding options and discuss recommended solution with supervisor and Food Services supervisor.
☐ Establish a shelter log.
☐ Ensure proper shelter identification both inside and outside of the shelter.

Shift Supervisor

Supervisory Level
Activity: Sheltering
Possible Work Site(s): Shelter Site(s)
Job Summary: The shift supervisor oversees the shelter staff and guides their work in the absence of or as the designee of the shelter manager. The shift supervisor ensures that the needs of clients are met in the shelter setting.

Major Tasks

☐ Supervise shelter staff; conduct staff meetings.
☐ Work with other constituency groups, such as Material Support Services and Staff Support ☐ Services, in order to ensure smooth operations.
☐ Maintain contact with supervisory unit or relief operation headquarters.
☐ Ensure that major events are recorded in shelter log.
☐ Ensure that feeding operations are running smoothly by interacting with feeding personnel (supervisor, if appropriate).
☐ Ensure that proper shelter identification is posted inside and outside shelter.
☐ Delegate tasks.
☐ Conduct staff meetings.

Registrar

Non-Supervisory Level
Activity: Sheltering
Possible Work Site(s): Shelter Site
Job Summary: The Registrar is responsible for ensuring that all clients entering or leaving the shelter go through the registration process.

Major Tasks

☐ Create registration area, allowing enough space for a waiting area.
☐ Use the Disaster Shelter Registration Form (Form 5972) to record information about clients entering the shelter.
☐ Send copy of Registration Form to both Welfare Information and Disaster Health Services.
☐ Maintain log for those residents entering and leaving the shelter.
☐ Maintain a shelter census and report this information to the shelter manager at appropriate intervals.
☐ Recruit shelter residents to assist with registration if needed.
☐ Refer persons with illness or injury or those with special medication or diets to Disaster Health Services.
☐ Interact with clients to determine needs and refer appropriately.
☐ Seek guidance from supervisor as necessary and appropriate.
☐ Maintain a professional appearance and attitude.
☐ Follow and implement requests and direction received from supervisor.
☐ Exhibit good stress reduction skills. Strive to encourage an environment for the unit that minimizes the stress level as much as possible under the disaster conditions.

Information Associate

Position: Information Associate
Non-Supervisory Level
Activity: Sheltering
Possible Work Site(s): Shelter Site
Job Summary: The Information Associate keeps shelter clients and staff informed and aware of recovery matters.

Major Tasks

☐ Post shelter identification and information outside and inside the shelter, as appropriate.
☐ Ensure that signs are replaced as they deteriorate.
☐ Brief other shelter staff so that they are prepared to answer client questions.
☐ Arrange for a television or radio and a daily newspaper, if possible, so residents can get information about current disaster conditions.
☐ Work to dispel rumors.
☐ Remove all interior and exterior signage when the shelter closes.

Infection Control Guidance for Shelter Facilities

These recommendations provide basic infection control guidance to prevent exposure to or transmission of infectious diseases in temporary community evacuation centers. Community evacuation centers include medium and large-scale, organized, temporary accommodations for persons displaced from their homes. Evacuation facilities may be residential (e.g., dormitories or campsites) or non-residential (e.g., community centers and churches), with varying degrees of sanitary infrastructure.

Individuals in evacuation centers are required to share living spaces and sanitary facilities and may be exposed to crowded conditions. Evacuees may have health problems including traumatic injuries, infectious diseases and chronic illnesses such as renal failure.

Keeping surfaces and items clean helps to reduce the spread of infections to residents and staff. Careful sanitation will be performed regularly in kitchens, sleeping areas, food preparation surfaces, surfaces used for diaper changing, bathrooms, etc.

General Infection Prevention for Residential Evacuation Centers

- Use of appropriate infection-prevention measures by all staff and evacuees can reduce the spread of infectious diseases.
- Staff and residents should wash their hands with soap and water frequently.
- Children should be assisted in washing their hands with soap and water frequently.
- Alcohol hand gels are an effective addition to hand washing, and a reasonable temporary substitute when soap and clean water are not readily available.
- Alcohol hand gel should be positioned throughout the evacuation center, especially at the beginning of food service lines and outside of toilet facilities.
- Encourage good personal hygiene practices including the following:
- Cover your cough with tissues, disposing tissues in the trash, or with your hands. Wash your hands or use alcohol hand gel after coughing. If possible, tissues should be provided in evacuation center living areas.
- Follow good hygienic practices during food preparation.
- Do not share eating utensils or drinking containers.
- Do not share personal care items such as combs, razors, toothbrushes or towels with anyone else.
- Facilities should be adequate to allow residents to bathe at least twice weekly.
- Laundry facilities should be available to allow appropriate laundering of clothes and bed linens.

Garbage

- Waste disposal should comply with local requirements including disposal of regulated medical waste such as syringes and needles.
- Facilities should provide for proper disposal of syringes and needles used for medications. Containers designed for sharp waste disposal should be placed where sharp items are used. A heavy plastic laundry detergent bottle with a lid may be used if official sharps containers are not available.
- Use trash receptacles lined with plastic bags that can be securely tied shut.
- Trash bags should not be overfilled.

Shelter Rules

1.   Do not attempt to enter areas marked as RESTRICTED.
2.   Keep your valuables with you at all times.
3.   Keep quiet around established QUIET AREAS and SLEEPING AREAS.
4.   Respect established lights out time.
5.   Cell phone usage must not violate quiet area and lights out rules.
6.   Keep noise levels at a minimum.
7.   Phones or computers provided by the shelter shall not be used for more than 15 minutes at a time.
8.   No smoking is allowed in the shelter.
9.   No alcohol is allowed on premises.
10.   Use SIGN IN and SIGN OUT form when entering or leaving the shelter property and grounds.
11.   Acceptable shelter behavior includes: - no foul language - no abusive conduct - no stealing or destruction of property - be respectful toward staff and the shelter population
12.   No meals allowed in the SLEEPING AREA.
13.   Children must be accompanied by an adult at all times.
14.   No weapons are allowed in the shelter; including but not limited to, firearms and knives. See shelter management for additional information or concerns.
15.   No pets are allowed in the shelter; however, service animals are permitted.

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

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

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

Name (Last, First)	Age	Gender (M/F)	Arrival Date	Rm./ Cot	Volunteer? (y/n)	Departure Date	Departure Notes:

____Yes ____No   Someone in the household is required by law to register with a state or local government agency.

____Yes ____No   Someone in the household is a veteran or active military.

____Yes ____No   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 2016.07.18

Emergency Purchasing Policy

Pursuant to Government Code §25502.7 and Humboldt County Code §245-2.5, whenever the Board of Supervisors has proclaimed a local emergency, the Purchasing Agent is authorized to engage independent contractors to perform services related to the local emergency for the County, with or without furnishing of materials, where the aggregate cost does not exceed $100,000.00. Purchases of $100,000.01 and over require Board approval.

A Request for Quotation is an informal bidding method used by a department or the Purchasing Team to obtain goods and professional services of $50,000.00 and under that can be clearly specified and awarded to the lowest responsible and responsive bidder. A response to an RFQ can be in the form of an oral or written quotation. Oral quotations shall be documented.

Purchase of goods over $1,000.00 up to and including $50,000.00 will require appropriate documentation sent to the Purchasing Team. Award will result in the issuance of a purchase order. The department will be required to demonstrate its vendor selection by providing three quotes or sole source explanation or cooperative purchase statement. Department request for acceptance of any quote other than the lowest price shall include reasoning documented in writing.

Departments are authorized to make purchases of goods and/or services up to and including $1,000.00 (Humboldt County Code § 245-3(h)). The requesting department may obtain information from the Purchasing Team on negotiated contracts or available discounts in order to select an appropriate vendor. It is the responsibility of the department head or his/her designee to exercise care to ensure that the vendor selected provides the good(s) or service(s) at a competitive price, that the vendor is selected in accordance with the ethics guidelines, and the purchase follows the threshold calculation requirements. The department may seek competitive price quotes but is not required to provide three quotes.

A County credit card is the preferred method of purchasing goods and/or services with a value up to and including $1,000.00. The credit card is issued under the direction of the Purchasing Agent, in accordance with the CAL Card Credit Card Program adopted by the Board of Supervisors on June 16, 2009, and any successor provisions thereto, and is available to all County departments. Credit card purchases must follow the threshold calculation requirements.

Acronyms

AAR	After Action Report
ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
ALF	Assisted Living Facility
APS	Adult Protective Services
ARC	American Red Cross
BOS	Board of Supervisors
CAHAN	California Health Alert Network
Cal OES	California Office of Emergency Services
CBO	Community Based Organizations
CEO	Chief Executive Officer
CERT	Community Emergency Response Team
CPS	Child Protective Services
COOP	Continuity of Operations Plan
CSS	Child Support Services
CWS	Child Welfare Services
DAC	Disaster Assistance Center
DART	Disaster Animal Response Team
DHS	California Department of Health Services
DHHS	Humboldt County Department of Health & Human Services
DWI	Disaster Welfare Inquiry
DMAT	Disaster Medical Assistance Team
DOC	Department Operation Center
DOE	Department of Education
EAS	Emergency Alert System
EM	Emergency Management
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operation Plan
ERC	Emergency Response Coordinator
ERTC	Emergency Response Team Coordinator
FEAP	Facilities Emergency Action Plan
FEMA	Federal Emergency Management Agency
ICS	Incident Command System
IHSS	In-Home Support Services
JIC	Joint Information Center
HHS	United States Department of Health and Human Services
LAC	Local Assistance Center
LVN	Licensed Vocational Nurse
MRC	Medical Reserve Corps
MCI	Multi-Casualty Incident
NIMS	National Incident Management System
NRP	National Response Plan
OA	Operational Area
OES	Humboldt County Office of Emergency Services
PIO	Public Information Officer

POTs	Plain Old Telephones
PSA	Public Service Announcements
RACES	Radio Amateur Civil Emergency Services
REOC	Regional Emergency Operations Center (Cal EMA)
RN	Registered Nurse
SEMS	Standardized Emergency Management System
SEP	State Emergency Plan
SNFs	Skilled Nursing Facility
SOC	State Operations Center
SOP	Standard Operating Procedures
SRO	Single Room Occupancy
SSB	Social Services Branch (DHHS)
VOAD	Volunteer Organizations Active in Disasters

Definitions

Access and Functional Needs
A function-based definition, instead of the "special needs" label, reflects the capabilities of the individual, not the condition, label or medical diagnosis. Individuals in need of additional response assistance may include those who:

- Have disabilities (e.g., with sight, speech, hearing, intellectual comprehensive, or cognitive abilities).
- Live alone or have limited community support.
- Do not live in institutionalized settings (and thus are not in a community that provides its own emergency planning).
- Are elderly.
- Are unaccompanied children.
- Are from diverse cultures.
- Are transportation disadvantaged (e.g., do not own vehicle, cannot drive vehicle, or need specialized vehicle to be transported).
- Use wheelchairs, power wheelchairs, motorized scooters and are capable of transferring themselves.
- Have mild to moderate muscular diseases with a stable or assisted gait.
- Have a special diet.
- Have artificial limbs or prostheses.
- Use mechanical devices such as pacemakers, implanted defibrillators or insulin pumps.
- Have visual, hearing or speech impairments or whose first language is not English.
- Have managed, non-acute behavioral or mental health illnesses.

American Red Cross
The American Red Cross (ARC) is a humanitarian organization, led by volunteers, that provides relief to victims of disasters and helps people prevent, prepare for and respond to and recover from emergencies. It does this through services that are consistent with its Congressional Charter and the Principles of the International Red Cross Movement.

Checklist
Written (or computerized) enumeration of actions to be taken by an individual or organization while assigned to a position in the EOC.

Community
A political entity that has the authority to adopt and enforce laws and ordinances for the area under its jurisdiction. In most cases, the community is an incorporated town, city, township, village, or unincorporated area of a county. However, each State defines its own political subdivisions and forms of government.

Contingency Plan
Refers to a subset of an existing emergency focused on addressing the particulars of a specific emergency scenario (i.e., earthquake, flood, etc.).

Damage Assessment
The process used to appraise or determine the number of injuries and deaths, damage to public and private property, and the status of key facilities and services such as hospitals and other health care

facilities, fire and police stations, communications networks, water and sanitation systems, utilities, and transportation networks resulting from a man-made or natural disaster.

Decontamination
The reduction or removal of a chemical, biological or radiological material from the surface of a structure, area, object or person.

Department Operations Center (DOC) Location which department executive personnel and staff can coordinate, monitor and support emergency response activities during an emergency. (Similar to an Emergency Operations Center).

Disaster Shelter
Temporary center to provide short-term care of lodging, food and basic necessities for up to several days for people displaced by a disaster.

Displaced Person(s)
All persons removed or moving from areas threatened or struck by a disaster.

Emergency Medical Services
Services, including personnel, facilities and equipment required to ensure proper medical care for the sick and injured from the time of injury to the time of final disposition, including medical disposition within a hospital, temporary medical facility or special care facility, release from site, or declared dead. Further, emergency medical services specifically include those services immediately required to ensure proper medical care and specialized treatment for patients in a hospital and coordination of related hospital services.

Emergency Operations Center (EOC)
The protected site from which State and local civil government officials coordinate, monitor and direct emergency response activities during an emergency.

Emergency Operations Plan (EOP)
A document that describes how people and property will be protected in disaster and disaster threat situations; details who is responsible for carrying out specific actions; identifies the personnel, equipment, facilities, supplies and other resources available for use in the disaster; and outlines how all actions will be coordinated.

Evacuation
Organized, phased and supervised dispersal of people from dangerous or potentially dangerous areas.

Evacuees
All persons removed or moving from areas threatened or struck by a disaster.

Incident
An occurrence or event, natural or man-made, that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wild-land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incident Command Post (ICP)
The field location where primary response functions are performed. The ICP may be co-located with the incident base or other incident facilities. Incident Command System (ICS): A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

Joint Information Center (JIC)
A central point of contact for all news media near the scene of a large-scale disaster. News media representatives are kept informed of activities and events by public information officials who represent all participating Federal, State and local agencies that are collocated at the JIC.

Liaison Officer
A member of the Command Staff (management staff at EOC) responsible for coordinating with representatives from cooperating and assisting agencies/organizations. The Liaison Officer coordinates the initial entry of Agency Representatives into the EOC and provides guidance and support as required.

Local Assistance Center (LAC)
Provides one-stop, face-to-face assistance and disaster information to individuals and businesses that suffered damage as a result of the federally declared disaster.

Local Emergency (state definition)
The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, earthquake, tsunami or other conditions which are, or are likely to be, beyond the control of the services, personnel, equipment and facilities of a political subdivision and require the combined forces of other political subdivisions to combat.

Mandatory Evacuation
This is a warning to persons within the designated area that an imminent threat to life and property exists and individuals MUST evacuate in accordance with the instructions of local officials.

Major Disaster (Federal) -- see also Emergency
Any hurricane, tornado, storm, high water, wind-driven water, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosion, or other catastrophe which, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Federal Disaster Relief Act.

Mass Care
The actions that are taken to protect evacuees and other disaster victims from the effects of the disaster. Activities include providing temporary shelter, food, medical care, clothing and other essential life support needs to those people that have been displaced from their homes because of a disaster or threatened disaster.

Medically Fragile Persons
People that need medical care support in daily activities; this support typically includes a caregiver, and include durable medical equipment. Such persons may have dementia, Alzheimer's, a psychiatric condition, or a contagious disease. Such individuals need trained caretakers and are better cared for at a designated care facility or a medically fragile shelter until they can be transferred to a facility. Hospital out-patients fall into this category. Those who fit this description include:
- • People with medical conditions that require professional observation, assessment and maintenance, such as:
  - routine injections
  - IV therapy
  - wound care
  - in-dwelling drainage or feeding tubes
  - respiratory therapy or assistance with oxygen
  - dependent upon electrical medical devices
  - insulin-dependence needing blood sugar monitoring and injections.
- • People with chronic conditions who require assistance with activities of daily living and need a caregiver present. For example: a person whose mental status requires continuous monitoring and a secure environment, or an incontinent person that requires catheterization or bowel care.
- • People with regular need for medications and/or regular vital sign readings that are unable to do so without professional assistance.
- • Someone who requires the level of care beyond the basic first aid level provided at the general population shelter.

Mutual Aid
Mutual aid is the voluntary provision of services and facilities by agencies or organizations to assist each other when existing resources prove to be inadequate.

Operational Area
Consists of a county and all political subdivisions within the Humboldt County area. Operational areas coordinate inter-jurisdictional emergency operations and mutual aid.

Public Information Officer
A federal, state or local government official responsible for preparing and coordinating the dissemination of emergency public information.

Recovery
The long-term activities beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstitute these systems to a new condition that is less vulnerable.

Resource Management
Those actions taken by a government to: identify sources and obtain resources needed to support disaster response activities; coordinate the supply, allocation, distribution and delivery of resources so that they arrive where and when most needed; and maintain accountability for the resources used.

Robert T. Stafford Disaster Relief and Emergency Assistance Act P.L. 93-288 as amended
Gives the President broad powers to supplement the efforts and available resources of state and local governments in carrying out their responsibilities to alleviate suffering and damage resulting from declared emergencies or disasters.

Safe and Well

Safe and well is a website provided by the American Red Cross. Those affected by a disaster may register as "safe and well" and concerned family and friends may access the information. The Safe and Well website will display a loved one's first and last name, a date, and "Safe and Well" messages from a list of standard messages, letting them know of your wellbeing. The website can be accessed at: www.disastersafe.redcross.org/

Service Animals

Per the Department of Justice: Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

Standardized Emergency Management System (SEMS)

As defined in California Code of Regulations §2400 as…"based upon the Incident Management System (ICS) adapted from the system originally developed by Firefighting Resources of California Organized for Potential Emergencies (FIRESCOPE) program including those currently in use by state agencies, the Multi-Agency Coordination System (MACs) as developed by FIRESCOPE program, the operational area concept, and the Master Mutual Aid Agreement and related mutual aid systems."

Standard Operating Procedure (SOP)

A set of instructions constituting a directive, covering those features of operations which lend themselves to a definite, step-by-step process of accomplishment. SOPs supplement EOPs by detailing and specifying how tasks assigned in the EOP are to be carried out.

State Emergency Plan

The State of California Emergency Plan, as approved by the Governor, which serves as the basis for statewide emergency planning and response.

Voluntary Evacuation

This is a warning to people within a designated area that a threat to life and property exists or is likely to exist in the immediate future. Individuals issued this type of waning or order are NOT required to evacuate, however it would be to their advantage to do so.