



# Shelter Client Welcome Handout

Disaster Cycle Services Job Tools  
DCS JT Respond/Sheltering

## Shelter Client Welcome Handout Instructions

Provide one copy of the *Shelter Client Welcome Handout* below to each family at reception or registration. This job tool should be used in conjunction with the following doctrine:

- Sheltering Standards and Procedures
- Job Tool: Operating a Shelter



# 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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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<b>Children</b>	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.
<b>Check In/Out</b>	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.
<b>Dormitory Registration</b>	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.
<b>Photographs</b>	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.
<b>Housekeeping</b>	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.
<b>Quiet Hours</b>	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.
<b>Be Respectful</b>	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.
<b>Personal Belongings</b>	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.
<b>Smoking</b>	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.
<b>Alcohol, Illegal Drugs, and Weapons</b>	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.

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!