Focal Points for Sheltering Leaders & Managers – 2017 Hurricanes

Message from Response Services

The most important thing we're doing in this operation is sheltering and feeding evacuees and the most important contact we will have with the community is the contact between our shelter teams and our clients. While this list of "focal points" is short, it's vitally important: please review it with every member of your team every day. Doing that will improve our service and the experience of our clients. Thank you very much!

Please read and follow the guidance in the Operational Response Reminders.

Get to Yes!

Focus on "Getting to Yes" for clients, partners, and each other.

Get to Yes Skills	How It Works
Separate the people from the problem.	Always try to imagine the situation from the viewpoint of the person in front of you. Try to focus on solving the problem, rather than on any heightened emotions. Escape the cycle of action and reaction.
Focus on interests, not positions.	Rather than starting an encounter by staking out a firm position ("We don't accept homemade food!"), try to understand the other person's interests so that you can help address them ("Are you looking for a place that will accept that homemade pie? Let me share this list with you!")
Be positive!	Communicating in a positive way is a much more effective means of getting to yes than blaming and criticizing.

Everyone is Welcome

- EVERYONE IS WELCOME: It is critical that **all facilities and services are accessible to all clients including individuals with access and functional needs**.
- Support unique dietary needs as requested.
- Welcome and support partners who may be assigned to the shelter to support clients.
- Respect and do not question an individual's stated or presented gender identity.
- Transfer from a Red Cross facility of a person with a disability or other access and functional need must be coordinated with the client and Disability Integration Lead, Disaster Health Services, and Disaster Mental Health.

Service Animals

- Welcome ALL service animals in shelters.
- Accept the representations about animals as made by our clients

Unaccompanied Minors and Separated Children

Notify the Sheltering Lead or Mass Care Chief immediately if an Unaccompanied Minor or Separated Child registers at the shelter. Follow the guidance provided in the Operating a Shelter Job Tool, ensure that the child is supervised, and contact law enforcement and the National Center for Missing and Exploited Children (NCMEC).

Sex Offenders

Notify the Sheltering Lead or Mass Care Chief immediately if a sex offender registers at the shelter.

Unsolicited Donations Management	• Ensure that all workers are aware of the unsolicited donations management policy.
	• Be kind & empathetic in all encounters: people desiring to make any donations to those in need deserve our appreciation, our patience, and our thoughtful help.
	• While we don't encourage unsolicited donations, we ***kindly*** accept unsolicited donations that arrive at the shelter except for homemade food.
	• Following guidance in the Doctrine Bulletin: Managing Unsolicited Donations, the Unsolicited Donations Management Lead will:
	  ○ **Identify partners that can support** the disposition of donation items
	  ○ **Develop a plan** with each site or shelter manager receiving unsolicited donations to:
	  ▪ Establish a location to accept unsolicited donations
	  ▪ Identify staff/partners to sort and stage items
	  ▪ Distribute clean items that are in good shape to clients in need
	  ○ **Work with partners for the final disposition** of unsolicited donations
	• Refer to the Doctrine Bulletin: Managing Unsolicited Donations for a list of items Red Cross can and cannot accept and tips for communicating with donors.

Establishing Shelters & Shelter Management Transfer	• If not already completed before occupancy, then complete Shelter Facility Survey and Facility Use Agreement as soon as possible after occupancy. Make sure Logistics has a copy of both documents. • If transferring management from a partner managed shelter to a Red Cross managed shelter, complete the Shelter Management Transfer Plan template.

Shelter Counts	• Understand the procedures for shelter population counts. FROST is activated for this operation. Please ensure that FROST has accurate contact information for all shelters and that each shelter is prepared to provide them with a count. Only FROST should make edits in the National Shelter System to avoid duplication of effort.
	  ○ **Noon Count** – Include clients who are in the shelter at the time of the count receiving Red Cross services.
	  ○ **Midnight Count -**
	  ▪ If you have accurate and up to date dormitory registration forms that reflect the actual population still receiving services at the shelter, please tally the numbers from those forms to get the count.
	  ▪ If your shelter does not have accurate and up to date dormitory registration forms, please count all of the clients in the shelter receiving services at the time of the count.

Disaster Health Services and Disaster Mental Health	• Contact the Disaster Health Services and Disaster Mental Health workers assigned to the shelter for consultation and to access health and mental health services for both clients and responders. • Local community health and mental health providers frequently partner with the Red Cross and may also be assigned to work in Red Cross shelters.
Disaster Spiritual Care	• Contact the Disaster Spiritual Care Manager, Regional Program Lead or Division Advisor for consultation and guidance regarding spiritual care services during a disaster relief operation. • Local faith-based leaders are welcome to visit members of their own community in a separate area to provide spiritual care services.
Additional Resources	• Respond Toolkit • Sheltering Toolkit • Reunification Toolkit • Feeding Toolkit • Distribution of Emergency Supplies Toolkit