Disaster Mental Health: COVID-19 Non-Congregate Sheltering

Purpose

This job tool provides guidance for supporting Disaster Mental Health (DMH) services for disaster-affected clients staying in non-congregate settings during the COVID-19 pandemic.

Audience

- Disaster Mental Health responders
- HQ Sheltering Managers
- Non-Congregate Shelter Site Managers
- DRO leadership team (suggested)

Supporting All Disaster Mental Health Clients Virtually

- The Disaster Mental Health workforce makes client contacts virtually. If a Red Cross responder does not have access to a Red Cross-issued phone, then the responder may use their personal phone: Dialing *67 before the number will restrict display of the responder’s personal phone number.
- Track and report Disaster Mental Health client contacts following standard procedures from the Disaster Mental Health Standards & Procedures.

Disaster Mental Health for Level 1-2 Operations

Disaster Mental Health follows standard procedures provided in the Disaster Mental Health Standards & Procedures to support referrals made by Disaster Action Teams responding to Level 1-2 events. Provide all Disaster Mental Health support virtually.

Disaster Mental Health for Level 2-4 Operations

- HQ Disaster Mental Health Manager obtains a list from the HQ Sheltering Manager of all clients staying in non-congregate shelters (including hotels, dormitories, campgrounds) with name, shelter location, and contact information.
  - Coordinate with Disaster Health Services (DHS) to develop a plan for client contact.
- HQ Disaster Mental Health Manager develops a contact roster for virtual Disaster Mental Health workers, including name, email address, phone number, and licensure verification.
- Disaster Mental Health shares the roster of Disaster Mental Health workers with the HQ Sheltering Manager and requests that the following DRO-specific information be shared with clients:
  - Disaster Mental Health 24/7 support phone number
  - Disaster Mental Health email address
Disaster Mental Health workers on the virtual team respond to any clients that reach out via phone or email and determine whether any clients need ongoing Disaster Mental Health support.

- A Disaster Mental Health worker assesses the needs of individual clients and families using the “3Rs.”
  1) Reactions to the stress of the event;
  2) Risk factors of the individual;
  3) Resilience of the individual.

- A client or responder who is a risk to him/herself or others always requires immediate attention from a Disaster Mental Health worker. If risk is imminent, call 911 and notify the Disaster Mental Health supervisor and Shelter Manager.

Disaster Mental Health Workforce Support

- HQ Disaster Mental Health Manager obtains a disaster relief operation (DRO) staff roster with the location and contact information for each worker.
  - Disaster Mental Health workers contact all staff members to check in and provide any necessary/requested support.
  - Red Cross workforce may also contact the Disaster Staff Support Hotline at 571-353-1661. The hotline is available from 7:00 a.m.-11:00 p.m. ET.