



# MULTI-AGENCY PANDEMIC SHELTERING JOB AID

*Month/Day/Year*

Version # 1  
July 15, 2020

## Table of Contents

|  |    |
|--|----|
| Introduction.....  | 1  |
| Purpose .....  | 1  |
| Situation.....   | 1  |
| What We Already Know: Sheltering Best Practices and Existing Background Guidance.....                | 1  |
| Planning Assumptions .....   | 2  |
| Sheltering Strategies, Benefits and Risks .....  | 3  |
| Concept of Operations .....  | 8  |
| Identify Potential Community Hazards and Vulnerabilities Occurring Concurrently with a Pandemic..... | 8  |
| Determine the Need for a Shelter .....   | 8  |
| Determine Congregate/Non-Congregate Shelter Capacity.....  | 9  |
| Site Assessments .....   | 10 |
| Congregate Shelters.....   | 11 |
| Non-Congregate Shelters (NCS) .....  | 11 |
| Establish Site Agreements (MOUs/Lease Agreements).....   | 12 |
| Staffing Considerations .....  | 12 |
| General staff.....   | 12 |
| Staffing Matrix.....   | 14 |
| Health Services Staff .....  | 18 |
| Staff Training.....  | 20 |
| Contracting/Procurement of Resources and Services.....   | 20 |
| Shelter Activation.....  | 21 |
| Reassessment of Existing Sites.....  | 21 |
| Staging and Deployment of Supplies .....   | 21 |
| Reporting and Communications .....   | 21 |
| Shelter Transition .....   | 23 |
| Job Aids/Checklists.....   | 25 |
| Evacuee Support.....   | 25 |
| Congregate Shelter .....   | 30 |
| Pandemic Congregate Shelter Supply List.....   | 45 |
| Finance and Reimbursement .....  | 48 |
| Reimbursement .....  | 48 |
| Cost Accounting .....  | 48 |
| Appendix A: Resource Request.....  | 51 |

# Multi-Agency Pandemic Shelter Job Aid

|   |    |
|---|----|
| Appendix B: Wraparound Services and Resources .....       | 54 |
| Appendix C: Sample Memorandum of Understanding (MOU)..... | 58 |
| Appendix D: Additional Resources .....                    | 59 |
| References.....   | 63 |

## Introduction

This document was developed through the coordinated efforts of planners and practitioners from various agencies that participated in a pandemic shelter working group. This document addresses the unique planning, preparedness and operational considerations and actions associated with conducting congregate, non-congregate sheltering and evacuee support activities in a pandemic environment. The processes discussed can be implemented by jurisdictions without federal assistance or when federal assistance becomes available. In this document, “jurisdiction” refers to state, local, tribe or territory (SLTT), insular area and federal governments.

## Purpose

This resource is for State, Local, Tribe, and Territory (SLTT) emergency managers shelter planners and addresses congregate, non-congregate sheltering and evacuee support planning within a pandemic environment. This document also provides best practices, checklists, sample documents and links to the latest pandemic planning guidance and resources that may be useful during development and revision of shelter plans.

The content of this document will be updated as new developments and guidance related to the pandemic are provided by public health and emergency management experts.

## Situation

Provision of Mass Care services in a pandemic environment will differ significantly from traditional service delivery methods conducted under normal circumstances. Due to social distancing requirements put in place by multiple jurisdictions and the CDC, the use of congregate or non-congregate shelters should be carefully determined by emergency managers with direct consultation and guidance from public health officials. The use of congregate shelters may be inevitable in cases where large populations have or will be evacuated for the purpose of sustaining and saving lives. Use of non-congregate shelters may be needed in the jurisdiction for both the direct and indirect effects of an emergency or disaster.

## What We Already Know: Sheltering Best Practices and Existing Background Guidance

Over the years, many great sheltering products and resources have been created by the Mass Care Community and can be easily accessed and utilized by organizations seeking to develop and further enhance their planning and operational activities. These products can be found on the [National Mass Care Strategy](#) website. Examples of these products include the [Multi-Agency Shelter Plan Template](#), [Shelter Guidance Aid and Shelter Staffing Matrix](#) and the [Shelter Field Guide](#) which provides sheltering best practices for faith-based groups, Non-Governmental Organizations (NGOs), government partners and the private sector.

The most current [Mass Care pandemic planning resources](#) are now available and can be accessed on the National Mass Care Strategy website as well.

Understanding the *Mass Care/Emergency Assistance Resource Request Process* (located in Appendix A) will also be essential to ensure that the resources necessary are available in a timely manner.

## Planning Assumptions

- A natural disaster is likely to occur during a pandemic and could displace thousands of residents
- Some residents may not come to a shelter or other Mass Care service locations due to fear of exposure to the virus.
- While non-congregate sheltering may support social distancing and other pandemic considerations, Congregate shelters may be required to save lives for notice and no-notice events as many residents do not have other options for shelters.
- Some jurisdictions may not have a sufficient number of congregate and non-congregate sheltering options to accommodate the potentially impacted population
- A pandemic will impact the availability of paid staff and volunteers traditionally used to provide support and services to survivors in shelters.
- Implementation of a social distancing plan for congregate and non-congregate shelter within a pandemic environment will help mitigate the spread of a virus
- Accommodations for persons with disabilities and others with access and functional needs will be provided in both congregate and non-congregate shelters
- The funding for non-congregate sheltering to meet the directives of the Public Health Emergency cannot be duplicated by another federal agency, including the U.S. Department of Health and Human Services (HHS) or Centers for Disease Control and Prevention (CDC).
- State, Local, Tribal and Territorial (SLTT) government are expected to coordinate with Public Health officials before opening congregate and non-congregate shelters

## Sheltering Strategies, Benefits and Risks

Sheltering in a pandemic environment offers the same strategy options as during a non-pandemic scenario. The benefits and risks for each strategy are different and require careful consideration during planning.

| Shelter Options  |   |   |  |
|--|---|---|--|
| Sheltering Strategies  | Benefits  | Risk  | Considerations   |
| <b>Shelter in Place (SIP)</b>  | <ul style="list-style-type: none"> <li>• Supports social distancing</li> <li>• Help mitigate virus transmission</li> </ul>  | <ul style="list-style-type: none"> <li>• May not be safe based on current conditions, impending threat of a disaster or impact</li> <li>• May require evacuation after SIP due to storm impacts</li> <li>• Transportation needs if SIP safety issues arise</li> <li>• Health and safety threats due to loss of utilities and sanitation conditions</li> <li>• Limited access to resources and services</li> </ul> | <ul style="list-style-type: none"> <li>• Type of event</li> <li>• Access to resources</li> <li>• Clear communication plan for emergency transition to other shelter option as survivors will have less reaction time to changes in the storm path.</li> <li>• Requires a plan for distribution of emergency supplies to SIP households</li> <li>• Crisis Counseling or Mental Health support</li> </ul>  |
| <b>Multiagency Solutions</b>   | Blue Roof Program; Shelf-stable meals; Staffing of Point of Distribution (POD) sites and door-to-door distribution by NGO's, Community Emergency Response Team (CERT), National Guard, Civil Air Patrol (CAP), Transportation Security Administration (TSA), AmeriCorps and FEMA Corps, Federal mission assignments; contracts for Crisis counseling and mental health services |   |  |
| <b>Congregate Shelters (Community Safe Rooms, Evacuation Centers, Refuge of last resort)</b> | <ul style="list-style-type: none"> <li>• Pre-identified facilities are already known to community members</li> </ul>  | <ul style="list-style-type: none"> <li>• Social distancing will require use of multiple facilities</li> <li>• Need for additional support staff, supplies and equipment</li> <li>• Limited access to personal protective equipment (PPE)</li> <li>• Health screenings, or lack thereof, may cause a negative reaction from survivors</li> <li>• Shortage of volunteers due to pandemic</li> </ul>                 | <ul style="list-style-type: none"> <li>• Is there adequate staff, supplies, equipment and wrap-around services using multiple facilities.</li> <li>• Are there accessible shelter locations and resources for access and functions needs and/or disability populations?</li> <li>• Identify PPE needs for sheltering operations; establish agreements with PPE suppliers if needed</li> <li>• Solicit donations from local vendors</li> <li>• Submit resource request for federal support</li> </ul> |

| Shelter Options  |   |  |  |
|--|---|--|--|
| Sheltering Strategies                                    | Benefits  | Risk   | Considerations   |
|  |   | <ul style="list-style-type: none"> <li>Some people with disabilities will be placed at higher risk in a congregate environment</li> </ul>                | <ul style="list-style-type: none"> <li>Establish and implement pandemic required evacuation and sheltering services</li> <li>CDC Standards recommends shelter space be increased to 60/110 SQ. FT. per person for shelters open longer than 72hrs</li> <li>Must identify facilities not typically used for sheltering: alternate care sites; Department of Education Independent Schools health, physical education, recreation (HPR) spaces</li> <li>Implement strategy to target recruit and train volunteers from the community with special skillsets</li> </ul> |
| <b>Multiagency Solutions</b>                             | Establish State contracts for Mass Care support following state procurement policies; Direct Federal Assistance; Reimbursement of eligible expenses under Category B Emergency Protective Measures; Local Government (Emergency Management, Law Enforcement, Fire Department, Human Services, Dept. of Health, Dept. of Education) NGO's, faith-based organizations; Transportation contracts (patient transport vans, limo services) |  |  |
| <b>Congregate Sheltering (Mega-Shelter/ Large Venue)</b> | <ul style="list-style-type: none"> <li>Very large capacity.</li> <li>Centralizes wrap-around service</li> <li>Eases need for vacant land and space for other sheltering types.</li> </ul>   | <ul style="list-style-type: none"> <li>Operational and support costs are significant.</li> <li>Difficult for crowd control and accountability</li> </ul> | <ul style="list-style-type: none"> <li>Based on corporate office facility/conference centers availability.</li> <li>Cost of operations and wraparound services</li> <li>Many facilities may require physical modifications and additional equipment needed</li> <li>Previous facility use/design might not be suitable for disaster survivors.</li> <li>Corporate Retreat and Conference Centers may have limited availability.</li> </ul>   |

| Shelter Options                  |  |   |  |
|----------------------------------|--|---|--|
| Sheltering Strategies            | Benefits   | Risk  | Considerations   |
|                                  |  |   | <ul style="list-style-type: none"> <li>Using vacant buildings may have challenges in procurement/leasing timeframes.</li> <li>Lack of construction material/labor.</li> <li>Locality rules, regulations, county permits etc.</li> <li>May require local code/zoning waivers.</li> </ul>  |
| <b>Multiagency Solutions</b>     | FEMA may support the facility operation in conjunction with the requesting State, a partner NGO.<br>GSA can survey potential locations, identify unused buildings. Possible partners are HUD, GSA, and FHA.  |   |  |
| <b>Soft-Sided Shelter Camps</b>  | <ul style="list-style-type: none"> <li>Can be catered to size needed or land available.</li> <li>Maximum of 5,000 disaster survivors, per site.</li> </ul>   | <ul style="list-style-type: none"> <li>Strength and Condition of Structure for future events.</li> <li>Ground conditions over a period of time.</li> <li>Usually unable to stand high wind impacts.</li> </ul>  | <ul style="list-style-type: none"> <li>Operation support cost are significant</li> <li>Potential EHP factors associated with site selection and installation techniques. Coordination with EHP before implementation.</li> <li>Site development for this type of operation will require the identification of a location to meet contractor requirements.</li> <li>Lease or agreement required.</li> </ul>                                       |
| <b>Multiagency Solutions</b>     | GSA mission assignment to locate potential sites and refer owners to FEMA for evaluation. FEMA must then evaluate sites.   |   |  |
| <b>Non-Congregate Sheltering</b> | <ul style="list-style-type: none"> <li>Temporary repurposing of facilities such as college dorms, spring training camps, recreation camps, military housing</li> <li>Prioritize at risk population while maintaining social distancing requirements</li> </ul> | <ul style="list-style-type: none"> <li>Lack of transportation for evacuee support</li> <li>Availability of facilities may fluctuate throughout the year due to pre-scheduled events.</li> <li>In some jurisdictions there is not a sufficient number of non-congregate shelter space/options</li> </ul> | <ul style="list-style-type: none"> <li>May be unavailable in some areas</li> <li>Cost and liability considerations for pandemic sanitation and disinfecting</li> <li>Testing/pre-screening considerations</li> <li>Consider health and sanitation procedures (PPE, screening)</li> <li>Pre-identify contracts and create templates for statements of work</li> <li>Determine the availability of accessible and/or pet friendly rooms</li> </ul> |



| Shelter Options  |   |  |  |
|--|---|--|--|
| Sheltering Strategies  | Benefits  | Risk   | Considerations   |
|  | <ul style="list-style-type: none"> <li>Recreational vehicles used on existing properties maintain social distancing</li> </ul>  |  | <ul style="list-style-type: none"> <li>Establish system for registration and tracking of disaster survivors</li> <li>Consider the use Recreational vehicles</li> </ul>   |
| <b>Multiagency Solutions</b>   | Technical assistance from FEMA, American Red Cross (ARC); GSA support to identify potential properties; Contract templates Best Practices for program scope consideration; GSA can identify supplies and/or facility. |  |  |
| <b>Individual hotel contracts by FEMA</b>                                  | <ul style="list-style-type: none"> <li>Ability to target specific locations and populations</li> </ul>  | <ul style="list-style-type: none"> <li>Complexity and timelines required to implement</li> <li>Ability to provide wrap-around services</li> <li>Sufficient number of rooms may not be available in all communities</li> <li>Disaster survivors may be competing with responders and utility companies for limited hotel space</li> </ul> | <ul style="list-style-type: none"> <li>Determine projected need for accessible rooms</li> <li>Include cost of cohabiting sheltering needs for household pets</li> <li>Testing/pre-screening</li> <li>PPE needs</li> <li>Process for requesting reasonable accommodations such as adaptive equipment, communication access</li> </ul> |
| <b>Multiagency Solutions</b>   | FEMA administered non-congregate sheltering program with up to 25% cost share, if eligible and approved. Technical assistance provided by FEMA, American Red Cross; FEMA Public Assistance for reimbursement          |  |  |
| <b>FEMA Contract Implementation of the General Services Administration</b> | <ul style="list-style-type: none"> <li>Ability to implement quickly, utilizing FEMA's emergency</li> </ul>  | <ul style="list-style-type: none"> <li>Cost share</li> <li>Need for feeding and other services</li> <li>If booking rooms, such as Rapid Response, may incur expenses for unused rooms</li> </ul>   | <ul style="list-style-type: none"> <li>Varying ability to limit available rooms by geographic location</li> </ul>  |

| Shelter Options  |   |  |   |
|--|---|--|---|
| Sheltering Strategies  | Benefits  | Risk   | Considerations  |
| <b>(GSA) Blanket Purchase Agreement (BPA) for, Rapid Response Program, TSA</b>                   | lodging assistance contractor <ul style="list-style-type: none"> <li>• SLTT may apply to GSA to become authorized users of BPA</li> </ul>   |  |   |
| <b>Multiagency solutions</b>   | FEMA administered pre-determined program parameters, including eligibility determinations; billing; quality assurance; vendor support to research and identify hotels; GSA support to access BPA            |  |   |
| <b>STT contracted and implemented non-congregate sheltering, Public Assistance reimbursement</b> | <ul style="list-style-type: none"> <li>• Ability to implement quickly, utilizing STT’s emergency procurements</li> <li>• STTs designs and manages their own program for their survivors</li> </ul>          | <ul style="list-style-type: none"> <li>• Cost share</li> <li>• Need for feeding and other services</li> <li>• If booking rooms, STT may incur expenses for unused rooms</li> </ul> | <ul style="list-style-type: none"> <li>• Varying ability to limit available rooms by geographic location</li> </ul> |
| <b>Multiagency Solutions</b>   | STT administered non-congregate sheltering program with up to 25% cost share, if eligible and approved. Technical assistance provided by FEMA, American Red Cross; FEMA Public Assistance for reimbursement |  |   |

## Concept of Operations

### *Identify Potential Community Hazards and Vulnerabilities Occurring Concurrently with a Pandemic*

Planners should develop a shelter pandemic plan that is inclusive of whole community partners. Planners are also encouraged to review hazard-vulnerability assessments completed by the local jurisdiction and other response stakeholders. Data on past events may help identify the likelihood and need associated with a large-scale evacuation and shelter operation.

Planners should research current pandemic statistics, demographics (elderly and children, cultural and ethnic characteristics) and identify hazards in the community. Planners should identify service providers, look for previously completed plans, and potential stakeholders. The following questions should be asked when identifying community hazards and vulnerabilities:

- What is the jurisdiction's population?
- What hazards can occur that would require a shelter activation or large evacuation?
- How would these hazards impact the population and response assets in a pandemic environment?
- What is the estimated number of people who have disabilities and/or access and functional needs?
- What is the estimated number of vulnerable and high-risk populations (more susceptible to a pandemic) in the jurisdiction?
- What percentage of the population require in-home services?
- What are the changes to traditional messaging and service delivery in a pandemic environment (shelter operations, distribution, etc.) due to social distancing, PPE requirements?
- What is the estimated number of household pets in the jurisdiction?

Planners should identify the resources needed to accomplish the identified operational approach. The needed resources typically fall into three categories: 1) Staff 2) Supplies and 3) Infrastructure. The following should be asked when identifying resources for these three categories:

- What resources are needed to operate congregate or non-congregate shelters, and where can these resources be obtained?
- What are the current human and material resource capacities (e.g. assets include people, equipment, supplies, facilities, infrastructure, services, information and activities) within the jurisdiction and what needs to be obtained from outside sources?
- Does the jurisdiction have an emergency resource directory that includes information for locally available vendors and other agreements that may be used to assist in obtaining resources?

### *Determine the Need for a Shelter*

Planners should revise the jurisdiction's plan, as necessary, to address disaster response in a pandemic environment.

- Coordinate with public health officials to determine the safest approach to providing emergency shelter in a pandemic environment.
- What is the geographical impact of the disaster (e.g. hurricane, flood, wildfires, etc.)? Are disaster survivors able to access or return to their homes?
- What is the estimated number of people requiring shelter?

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- What non-congregate sheltering options are available? Are the non-congregate options sufficient to accommodate the impacted population?
- Are NGO and ad hoc shelters currently operating? For how long? What is their current capacity?
- Are survivors sleeping in vehicles, outdoors etc.?
- Due to shelter space constraints, are agreements in place with neighboring jurisdictions who are willing to host evacuees from the impacted areas?
- Host jurisdictions should reassess their shelter space to identify any shortfalls in their ability to host evacuees from impacted states.

### Determine Congregate/Non-Congregate Shelter Capacity

- Determine the estimated number of people requiring shelter. The traditional planning factor based on the size of the impacted population is 10% or more for large scale disasters, and 5% or less for smaller disasters
- Determine shelter space:
  - a. What is the number of facilities identified in the jurisdiction’s shelter plan?
  - b. Have you coordinated with the jurisdiction’s lead shelter agency and NGO mass care partners to determine capacity of shelter facilities?
  - c. Does the jurisdiction or other sheltering partners have access to the National Shelter System (NSS)?
  - d. Address how hotels will be accounted for (Non-Congregate)
- Determine cumulative capacity based on current pandemic planning requirements

| Traditional Shelter Space Requirements    | Pandemic Shelter Space Requirements        |
|---|--|
| 20 sf (Evac)-40 sf (Post Evac) per person | 60 sf (Evac)-110 sf (Post Evac) per person |

- Addressing Shelter Capacity Shortfalls/Deficits

| Facility Considerations             |  |
|-------------------------------------|--|
| Congregate Shelter                  | Non-Congregate Shelter   |
| 1. Vacant buildings                 | 1. Dormitories   |
| 2. Commercial space properties      | 2. Closed nursing facilities, hospitals, Long term care facilities |
| 3. Strip malls                      | 3. Retreat, camp sites, YMCAs                                      |
| 4. Community centers                | 4. Vacant Military bases   |
| 5. National guard armories          | 5. Hotels/Motels   |
| 6. Mega churches                    | 6. Individual tents  |
| 7. Banquet halls                    | 7. Motor homes, campers, and travel trailers                       |
| 8. Stadiums                         |  |
| 9. Auditoriums                      |  |
| 10. Vacant Industrial facilities    |  |
| 11. Soft sided shelter (encampment) |  |

- Is the jurisdiction coordinating with GSA, realtors and acquisitions staff to identify and acquire more space?
- Has the jurisdiction coordinated with the Economic Development Agency or Chamber of Commerce to identify Hotel/Motel or vacant commercial properties and determine capacities?

## Multiagency Pandemic Sheltering Job Aid

| <b>Sheltering Resources</b>  | <b>Description</b>   |
|--|--|
| Local efforts  | Community Based Organizations (CBOs), such as local churches and civic clubs, disability services and advocacy organizations, Community Emergency Response Team (CERT) and local businesses are often the first responders, respond spontaneously and often do not have the necessary assets to meet sheltering requirements |
| Local Government   | May be able to assist with human and material resources  |
| Local lending closets and assistive technology reuse Programs  | Provide, on a loan basis, or reconditioned durable medical equipment and assistive devices   |
| Local public and private services  | Home care, transportation, pharmacies, Durable Medical Equipment (DME), respite care, case management, housing, Oxygen (O2) delivery, etc.   |
| Private sector   | Able to assist with many human and material resources, a lead may be the local chamber of commerce, Pet Smart  |
| Voluntary Organizations  | State Voluntary Organizations Active in Disaster (VOADs) and Community Organizations Active in Disaster (COAD)s  |
| Trade associations   | Real Estate, restaurant associations, grocery associations   |
| Academia   | Universities: Interpreters, compilation of data, schools for the deaf, blind, dorm space, etc.   |
| American Society for the Prevention of Cruelty to Animals (ASPCA), National Animal Rescue and Sheltering Coalition (NARSC), Humane Society | Household Pet support  |
| Mutual aid/ Emergency Management Assistance Compact (EMAC)   | The Emergency Assistance Compact is the most utilized mutual aid agreement in the nation. EMAC acts as a complement to the national disaster response system, providing timely and cost-effective assistance to disaster impacted states, which are the requesting states.   |
| Individual Assistance Support Contract (IASC)  | FEMA resource to assist with sheltering requirements if needed. There is a state cost share for IASC   |

### *Site Assessments*

During a pandemic, it may be necessary to reassess current facilities and/or identify and assess new facilities in an effort to accommodate social distancing requirements. Some jurisdictions are faced with the challenge of not having adequate staff to conduct assessments. Site assessments provide detailed criteria for selection and reviewing a

## Multiagency Pandemic Sheltering Job Aid

potential site before an incident occurs. A proper assessment and evaluation of shelter space will significantly enhance planning efforts, reduce response times and alleviate frustrations. A sample Site Assessment and Selection Form can be found in Annex B.

### Congregate Shelters

The use of congregate shelters is not ideal for pandemics but may be necessary to save and sustain lives.

- Identify additional facilities to be used as shelters
- Determine shelter capacity to include social distancing (60 sq. ft for evacuation shelters and 110 sq. ft. for long-term sheltering)
- Consider pulling together a site assessment team comprised of individuals with special expertise related to various aspects of the shelter operations (i.e. public health officials, shelter providers, NGO partners, CERT, engineers, public safety, building inspection team, etc.)
- How many facilities will need to be identified and assessed in an effort to meet the space deficit?
- Determine suitability and conditions of structural feasibility
- Are the building systems in working order (electrical, water, sewage, heat, ventilation and air conditioning)?
- Consider the timeframe to repair, clean or condition the property

### Non-Congregate Shelters (NCS)

A potential non-congregate shelter site should be identified and assessed on several factors such as: location, capacity, accessibility and interior/exterior features. As with traditional congregate sheltering, an NCS can be surveyed by an agency assigned by the jurisdiction or agency responsible for NCS to determine whether the site can be used. Included on the survey team should be the site's owner and/or management company.

NCS operations that require the use of facilities from private entities will require additional procedures to lessen the possibility of fraud and simplify the process for obtaining reimbursement as a Category B expense under a potential Federal Emergency Management Agency (FEMA) Public Assistance (PA) declaration.

Hotels/Motels and other facilities:

- Consider pulling together a site assessment team comprised of individuals with special expertise related to various aspects of the shelter operations (i.e. public health officials, shelter providers, NGO partners, CERT, public safety, building inspection team, etc.)
- Work with hotels/motels and private facilities to establish agreements.
- Identify and establish a systematic approach for registration, eligibility, notification, and tracking of survivors being sheltered in hotels.
- Determine room cleaning frequency
- Inter-room or inter-site communications
- Additional rooms or space for other services (i.e. nurses, triage room, etc.)
- Large vacant properties (i.e. vacant assistance living, campus dorm rooms, etc.)
- Jurisdictions may also consider using a checklist, such as the Department of Justice (DOJ) American with Disabilities Act (ADA) Checklist for Emergency Shelters, when assessing the viability of a location to support Non-Congregate shelters.
- If significant construction is needed to make an NCS habitable, a safety inspection should be conducted (power, water, and other utilities resources).
- Jurisdiction may conduct surveys of potential Non-Congregate Shelters using the Facility Survey form (pg. 35).

## Multiagency Pandemic Sheltering Job Aid

### *Establish Site Agreements (MOUs/Lease Agreements)*

Coordinate with the appropriate entities to establish agreements such as Memorandum of Understanding (MOU), Memorandum of Agreement (MOA) or leases for the coordination and integration of sites, resources and staff. Agreements should be established between emergency management, healthcare organizations, volunteer organizations, coalitions, planned congregate/non-congregate sites and other stakeholders prior to an incident. Agreements should clearly describe the strategy and processes for preparing for and responding to an incident. In addition, agreements should clearly delineate roles, responsibilities and liability.

- Are agreements already in place with agencies, organizations, or private entities for use of Congregate/Non-Congregate shelters meet requirements for pandemic planning?
- Does the Lead Mass Care agency have facility use agreements with local entities that have large capacity facilities?
- Do agreements address how cost sharing, documentation and reimbursement processes will work when shelters are multi-agency managed and supported?
- Can agreements between an agency, organization or private entity and a site's owner/management for use of the site be transferred to another entity? If no agreement exists between the agency who will take responsibility for the site and the site's owner/management?
- Is the site owner/manager willing to include an addendum to the agreement that allows for the use of staff (e.g. cooks, janitorial and other venue staff) in support of the operation?

### *Staffing Considerations*

When operating congregate and non-congregate shelters, it is important to forecast staffing requirements that will be needed to ensure an efficient and successful shelter operation. Failure to address staffing and material resource deficits will negatively impact the jurisdiction's ability to provide adequate care and services for disaster survivors. When determining the need for staff, plan for a minimum of 7 days out from the start of operations to ensure current resources will be sufficient. This can be done based on two 12hour shifts and staffing ratios for each position. Due to the nature of the pandemic, there will be a high demand for health services staff (licensed medical professionals) who are skilled in handling a variety of medical emergencies.

The following factors should be considered when forecasting staffing needs:

#### General staff

- What is the anticipated number of residents to be sheltered?
- What is the anticipated duration of the shelter operation?
- What is the jurisdiction's current capacity for staffing shelters?
  - a. Does the jurisdiction have a local volunteer program (i.e. CERT team)?
  - b. Can Local Agencies / Non-Profits Support?
  - c. Has jurisdiction considered volunteers from local restaurants to assist with feeding efforts?
  - d. Are staff from City/County human services or housing agencies able to provide support?
  - e. Consider community crisis counseling agencies to assist with operations.
  - f. Has jurisdiction reached out to medical supply companies and providers for support?
  - g. Consider clergy and volunteers from local houses of worship for spiritual care.
  - h. Can local, regional, or national HH Pets NGOs (e.g., ASPCA, NARSC, etc.) provide support? Also, local veterinary clinics?
- What percentage of paid and volunteer staff fall within the pandemic high-risk category?
  - a. SLTT governments and NGOs may experience a significant decrease in staff availability of staff due to illnesses, fatalities and fear of exposure.

## Multiagency Pandemic Sheltering Job Aid

- What is the demographic make-up of the shelter population? (e.g. children, people with disability and those requiring access and functional need support) of the shelter
- Layout of the facility (congregate/non-congregate shelter



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### Staffing Matrix

|                                |   |
|--------------------------------|---|
| Description                    | Estimated staff required to conduct shelter operations providing a safe, accessible, and secure shelter environment for disaster survivors.   |
| Resource Category              | Mass Care Services  |
| Resource Kind                  | Team  |
| Overall Function               | The Shelter Staffing Package serves as a staff profile to provide core functions for shelter operations, including resident and facility support services.  |
| Composition and Specifications | <ol style="list-style-type: none"> <li>1. The team works up to 12 hours per shift</li> <li>2. Shelter operations include staffing positions such as shelter management, client registration, dormitory management, feeding, reunification, health, mental health, spiritual care, janitorial, and logistical support.</li> <li>3. Refer to the National Mass Care Strategy (NMCS) Sheltering Guidance Aid and Staffing Matrix for sample staffing ratios</li> </ol> |

| Component   | Description  | Non-Congregate | Congregate | Virtual | In-Person |
|---|--|----------------|------------|---------|-----------|
| Shelter Site Manager (Congregate)                               | <ul style="list-style-type: none"> <li>• 1 shelter manager per shift</li> <li>• See ARC Sheltering in COVID-19 Affected Areas for guiding principles and details on all sheltering operations (including congregated and non-congregated) during COVID-19.</li> <li>• <a href="#">Pre-landfall Congregate Shelter Operations in COVID-19 Pandemic</a></li> </ul> |                | X          |         | X         |
| Shelter Manager (Non-Congregate)                                | <ul style="list-style-type: none"> <li>• 1 shelter manager per shift</li> <li>• Refer to: <a href="#">COVID-19 Non-Congregate Sheltering Framework</a></li> <li>• Depends on situation. If not deployed in-person, may need to identify in-person liaison with hotel or camp management to coordinate support to clients</li> </ul>                              | X              |            | X       | X         |
| Shift Supervisors   | <ul style="list-style-type: none"> <li>• 4 Supervisors per 300 (average) population of shelter</li> </ul>  |                | X          |         | X         |
| Pandemic Health Services (Screening, evaluation and monitoring) | <ul style="list-style-type: none"> <li>• 4-5 per shift, per 50 occupants (Congregate)</li> <li>• Non-Congregate. See HHS-FEMA Medical Resource Support. Refer to: <a href="#">NMCS website</a>.</li> </ul>   | X              | X          | X       | X         |
| Registration  | <ul style="list-style-type: none"> <li>• 1 worker:165 population, min. 1</li> </ul>  |                | X          |         | X         |
| Staffing / Admin  | <ul style="list-style-type: none"> <li>• 1 worker per shift</li> </ul>   |                | X          |         | X         |
| Feeding (Congregate)  | <ul style="list-style-type: none"> <li>• 1 worker: 110 population, min. 1</li> <li>• <a href="#">Feeding in COVID-19 Congregate Shelters</a></li> </ul>  |                | X          |         | X         |

## Multiagency Pandemic Sheltering Job Aid

| Component   | Description   | Non-Congregate | Congregate | Virtual | In-Person |
|---|---|----------------|------------|---------|-----------|
| Feeding (Non-Congregate)                            | <ul style="list-style-type: none"> <li>• Depends on situation</li> <li>• Coordinates with Foodbanks and other NGOs on delivery of pre-packaged meals and food commodities</li> <li>• If facility does not have food prep and storage capability, coordinates with supporting agencies to provide resources (mini-fridges, microwaves, hot plates, etc.)</li> </ul>  | X              |            | X       | X         |
| Dormitory Management                                | <ul style="list-style-type: none"> <li>• 1 worker: 100 population, min. 1</li> </ul>  |                | X          |         | X         |
| Shelter Resident Transition                         | <ul style="list-style-type: none"> <li>• Supports clients transitioning from congregate or non-congregate shelters to safe, sustainable housing solution</li> </ul>   | X              | X          | X       |           |
| Mental Health / Crisis Counseling                   | <ul style="list-style-type: none"> <li>• 1 worker: 250 population, min. 1 (Congregate)</li> <li>• Provides virtual support to clients who are referred as described in the <a href="#">Disaster Health Services Procedures in COVID-19 Congregate Shelters</a> job tool. May need to be physically present to support individual clients and workers, as well as de-escalate situations</li> </ul>  | X              | X          | X       | X         |
| Disability Integration Services                     | <ul style="list-style-type: none"> <li>• Activity, situation, and length dependent</li> <li>• Provides virtual support to meet the access and functional needs of all clients, to include: Physical accessibility of hotel rooms, Alternate forms of communication, and Modification to methods of service delivery</li> </ul>  | X              | X          | X       | X         |
| Public Health, Medical Health Services (Congregate) | <ul style="list-style-type: none"> <li>• 2 per 50-persons, per shift (congregate shelter)</li> <li>• Accredited professional per AHJ</li> <li>• <a href="#">Disaster Health Services Procedures in COVID-19 Congregate Shelters</a></li> </ul>  |                | X          |         | X         |
| Disaster Health Services (Non-Congregate)           | <ul style="list-style-type: none"> <li>• Min. 1 person. Non-Congregate Shelter,</li> <li>• Provides virtual support to clients who are referred as described in the <a href="#">Disaster Health Services Procedures in COVID-19 Congregate Shelters job tool.</a></li> <li>• Conducts daily wellness checks</li> <li>• Provide assistance with medication, DME and CMS replacement and health education</li> <li>• May need to be physically present to support individuals with access and function needs</li> </ul> | X              |            | X       |           |
| Child Care  | <ul style="list-style-type: none"> <li>• 1 worker: 8 children, min 4</li> <li>• Assume 25% of population are children and 50% of those require care at any one time</li> </ul>  |                | X          |         | X         |

Multiagency Pandemic Sheltering Job Aid

| Component                                  | Description  | Non-Congregate | Congregate | Virtual | In-Person |
|--|--|----------------|------------|---------|-----------|
|  | <ul style="list-style-type: none"> <li>The SLTTs can establish licensed childcare within a congregate shelter or stand-alone facility which may be reimbursable under FEMA’s PA Program. SLTTs should coordinate with their respective OEM to ensure that applicable guidelines are followed.</li> </ul>   |                |            |         |           |
| Spiritual Care                             | <ul style="list-style-type: none"> <li>1 worker: 1000 population, min. 1</li> <li>Accredited professional Provides virtual support to clients who are referred as described in non-congregate guidance</li> <li>Collaborates with DMH to provide support to staff and clients</li> <li>Communicates relevant client status to Shelter Site Manager</li> <li>May need to be physically present to support individual clients and workers, especially if there has been a death in the family</li> </ul> | X              | X          | X       | X         |
| Household Pet Shelter Coordination         | <ul style="list-style-type: none"> <li>Activity, situation, and length dependent</li> </ul>  |                | X          |         | X         |
| Laundry Services                           | <ul style="list-style-type: none"> <li>As appropriate, min 1</li> <li>Assumes off site service; assisted by dormitory workers</li> </ul>   |                | X          |         | X         |
| Transportation Services                    | <ul style="list-style-type: none"> <li>1 supervisor overall, not per shift</li> <li>Activity, situation, and length dependent</li> <li>Provide transportation for medical appointment, grocery, housing search, etc. in Non-Congregate Shelter</li> </ul>  | X              | X          | X       | X         |
| Janitorial Services                        | <ul style="list-style-type: none"> <li>1 worker: 200 population, min 1</li> </ul>  |                | X          |         | X         |
| Security / Building Control                | <ul style="list-style-type: none"> <li>1 worker: 100 population</li> </ul>   |                | X          |         | X         |
| Information Technology                     | <ul style="list-style-type: none"> <li>As appropriate, min 1</li> </ul>  | X              | X          | X       | X         |
| Distribution of Emergency Supplies         | <ul style="list-style-type: none"> <li>1 worker per 350 population</li> </ul>  | X              | X          | X       | X         |
| Non-Congregate shelter Lodging Coordinator | <ul style="list-style-type: none"> <li>Determines the quantity and cost of available rooms/living spaces at non-congregate site</li> <li>Supports ongoing coordination with Shelter Site Manager, non-congregate shelter facility management and Virtual Lodging Team of room reservations and adjustments based on client population</li> </ul>   | X              |            | X       | X         |

## Multiagency Pandemic Sheltering Job Aid

| Component                                   | Description  | Non-Congregate | Congregate | Virtual | In-Person |
|---|--|----------------|------------|---------|-----------|
|   | <ul style="list-style-type: none"> <li>• Maintains nightly reservations with front desk staff</li> <li>• Tracks and reports number of rooms reserved, occupied and nightly rates</li> </ul>  |                |            |         |           |
| Mass Care Dorm Generalist                   | <ul style="list-style-type: none"> <li>• Provides support for shelter operations and mass care assistance to clients which may include feeding support, communicating information</li> <li>• to clients, organizing inventory, delivering items to clients, and</li> <li>• other duties as assigned</li> <li>• <a href="#">COVID-19 Non-Congregate Sheltering Framework</a></li> </ul> | X              |            |         | X         |
| Virtual Lodging Team                        | <ul style="list-style-type: none"> <li>• Virtual Lodging Specialists will coordinate with lodging vendor(s) for eligibility determinations, reservations, client tracking, other duties</li> </ul>   | X              |            | X       |           |
| Building Maintenance Engineer               | <ul style="list-style-type: none"> <li>• Min 1; Facility size and system dependent</li> </ul>  |                | X          |         | X         |
| Parking and Traffic Control                 | <ul style="list-style-type: none"> <li>• Law enforcement or staff support through EOC. Facility size and traffic flow dependent</li> </ul>   |                | X          |         | X         |
| Facility / Logistics Support                | <ul style="list-style-type: none"> <li>• 1 manager daytime only</li> </ul>   |                | X          |         | X         |
| Logistics Support / Dock Management         | <ul style="list-style-type: none"> <li>• 1 worker per 500 population</li> </ul>  |                | X          |         | X         |
| Recovery Information and Resident Messaging | <ul style="list-style-type: none"> <li>• 1 worker per 500 population</li> </ul>  | X              | X          | X       | X         |
| Entertainment / Recreation                  | <ul style="list-style-type: none"> <li>• As appropriate, duty of dormitory workers, dependent on resources available.</li> </ul>   | X              | X          |         | X         |
| Donations and Volunteer Management          | <ul style="list-style-type: none"> <li>• Activity and situation dependent</li> </ul>   | X              | X          | X       | X         |

## Multiagency Pandemic Sheltering Job Aid

Considerations for resources and multi-agency support can be determined using the decision tree model, which can be viewed in the Appendix A

### Health Services Staff

Staff shortages may become a primary challenge during the pandemic. For example, healthcare and non-healthcare personnel may themselves become ill, family concerns may decrease ability of staff to work extra hours, and school closures may inhibit staff from performing normal duties. Workforce subject experts from within the U.S. Department of Health and Human Services (HHS) have identified the following strategies that local healthcare workforce decision-makers could adopt to optimize workforce assets, assess ongoing staffing needs, and identify resources to meet these needs. Ongoing and close coordination with local, county, and state public health agencies; and coordination between shelters and health care facilities will be necessary and vital throughout the course of the pandemic emergency.

#### Step One - Implement Policies and Practices to Maximize Existing Workforce

- Review published strategies to maximize the existing workforce:
- Consider practices to optimize staff capacity:
  - a. Provide necessary training
  - b. Reassign staff from low volume services to high-need units (using health services personnel to do health screening)
  - c. Use nursing students to support clinical providers in nonclinical roles
- Consider policies to increase staff ability and availability:
  - a. Emphasize staff health and safety, including through work process controls to reduce workplace exposure for all staff (clinical, environmental services, transporters, etc.) and access to self-care resources that can sustain provider well-being.
  - b. Address any Personal Protective Equipment (PPE) concerns through training and practice to increase comfort with PPE available
  - c. Provide alternate housing to address concerns of exposing vulnerable family members
  - d. Adjust shift schedules and lengths to maximize staffing and avoid burn out

#### Step Two - Quantifying Future Shelter Workforce Needs

- Project workforce needs by mission ready package type, cadre, type, and skill level. Reassess as the situation evolves by monitoring several factors:
- How many additional staff are needed due to current census and acuity?
- How many staff members are unavailable due to pandemic specific illness, health concerns, childcare needs, etc.?
- How many additional health care providers are available from immediately accessible temporary staffing solutions:
  - a. Reassignment of providers from within your health system or facility
  - b. Staffing from contracted staffing agencies

#### Step Three - Supplement Shelter Workforce Staff

- Local level
  - a. Hire needed staff through staffing agencies with which a relationship already exists
  - b. When limitations exist, identify additional agencies able to provide the necessary cadres
  - c. Consider hiring furloughed or underutilized staff from other local providers who may have reduced/discontinued nonessential medical procedures
- State resources
  - a. Reassign staff under Section 319 of the Public Health Service (PHS) Act
  - b. This provision allows a state governor, tribal leader or designee to request the temporary reassignment of state and local public health department or agency personnel funded in whole or

## Multiagency Pandemic Sheltering Job Aid

- in part through programs authorized under the PHS Act to immediately address a public health emergency Leverage Reservists and National Guard
      - c. Identify healthcare providers in non-clinical positions who may be quickly trained to increase staffing
      - d. Request assistance through the Emergency Management Assistance Compact (EMAC)
        - EMAC is a national disaster-relief compact allowing states to send personnel to assist with response and recovery efforts in other states
        - EMAC is implemented within the State Emergency Management Agency on behalf of the governor of the state
  - Engaging healthcare workforce volunteers
    - a. Leverage state-registered healthcare provider volunteers
      - Specific options available vary by state
      - States should encourage interested volunteers to register through Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP). This program will verify volunteer's identity, license(s), credentials, accreditations, and hospital privileges.
      - The Medical Reserve Corps (MRC) is a national network of volunteers, organized locally to improve the health and safety of their communities.
        - Local units have varying capabilities and mixes of volunteer types
        - Identify whether there is a local unit in your area and the contact information for the unit leader at <https://mrc.hhs.gov/FindMRC> to determine whether the MRC unit may be able to support the need.
        - Note that MRC units primarily respond in their local area.
      - National Voluntary Organizations Active in Disaster (VOAD) is an association of organizations that mitigate and alleviate the impact of disasters, provides a forum promoting cooperation, communication, coordination and collaboration; and fosters more effective delivery of services to communities affected by disaster. The National VOAD coalition includes more than 100 Member organizations, which represent National members, State VOADs, Local/Regional VOADs and hundreds of other member organizations throughout the country.
  - Federal Government Resources
    - a. Note that federal resources should be requested only when other options are not available, as they are limited in availability, short-term and may complicate billing and reimbursement for local health systems
    - b. States requesting federal support in healthcare provider staffing should be prepared to provide specific information on the need, such as data describing the status of existing workforce resources:
  - Federal response teams
    - a. Local authorities should work through existing emergency management (ESF-8) mechanisms to submit a request for assistance through the state
  - Potential Providers of the Resources
    - NGO
    - Local or state Public Health and Medical (Teams or personnel)
    - State resources
    - Healthcare workforce Volunteers (ESAR-VHP, MRC, VOAD)
    - EMAC
    - National Guard in State Active Duty Status
    - State managed contract support
    - Federally Government resources to include contracted medical providers FEMA EMS/Ambulance contract

## Multiagency Pandemic Sheltering Job Aid

|   |   |
|---|---|
| <a href="#">Disaster Health Services Procedures in COVID-19 Congregate Shelters</a> | This job tool provides guidance for Disaster Health Services responders working in a congregate shelter in a COVID-19 environment |
|---|---|

### Staff Training

- Does training cover the operations and administration of shelters as well as directions on using equipment, medical supplies and other materials specific to a pandemic?
- Can just-in-time training be offered virtually?
- Jurisdictions should consider their just-in-time training needs, coordinate with sheltering agencies such as the Red Cross regarding curriculum and plan to offer courses virtually prior to incident.
- Are staff familiar with safe work practices like hand washing and the [proper use of PPE](#) specific to the pandemic, including donning/doffing?
- Are staff familiar with the [symptoms of the pandemic](#) and knowledgeable about how to properly report it at the first signs of illness?
- Is there a sufficient amount of staff or translators that can communicate with residents?

Resource: COVID-19 Shelter Training for American Red Cross Partners <https://nationalmasscarestrategy.org/wp-content/uploads/2020/07/2020-07-03-COVID-19-Shelter-Training-for-Partners.pdf>

### *Contracting/Procurement of Resources and Services*

It is important to develop an emergency resource directory that includes a comprehensive inventory of all supplies needed to activate shelters in order to determine resource gaps and develop strategies to address shortfalls. Obtaining these resources may be done through:

- Vendor managed inventories
- Agreements
- Local stockpiles
- EMAC
- State/Federal government resources

Items/services can be purchased and stored by the local jurisdiction or vendor. Establishing vendor relationships should be a priority, even if resources are being stored so that the ramp up of resources can occur should the stockpile be depleted. It is necessary to verify that vendors provide maintenance during storage to ensure that everything works correctly during an incident. When evaluating contractors, it is important to:

- Has the jurisdiction validated contractor capabilities, capacity and limitations?
- Have you coordinated with other jurisdictions when and agencies in an effort to deconflict multiple demands for the same resources from the same vendor?
- Do you have an understanding of the vendor's process for the rotation of stock and inventory (control management)?
- Is there a clear understanding regarding the "days-on-hand" inventory of the vendors?
- Has an inventory management, reporting or manual process been developed, to identify daily consumption during operations?
- Jurisdictions should clarify the process for the delivery of material to the shelters, identify any "disaster clauses" within the contract and understand the requirements of the vendor
- Has the vendor lead time of critical supplies, pharmaceuticals and equipment been verified?
- Have payment terms been clearly identified?

## Multiagency Pandemic Sheltering Job Aid

Additional resources can be requested through the resource requesting process. Resource requests should be as specific as possible to ensure resource needs are met. See Appendix A for more information regarding the resource request process.

- <https://www.fema.gov/procurement-disaster-assistance-team>
- [COVID-19 Memo: Procurement Under Grants Conducted Under Emergency or Exigent Circumstances](#)
- [COVID-19 Fact Sheet: Procurements Under Grants During Periods of Exigent or Emergency Circumstances](#)
- [COVID-19 Fact Sheet: Eligible Emergency Protective Measures](#)
- [FEMA COVID-19 Updates](#)

### *Shelter Activation*

- All shelter activations during a pandemic should be coordinated and communicated with public health officials and other SLTT government authorities.
- Jurisdictions should coordinate the activation of congregate and non-congregate shelters directly with and as stipulated in any agreement it has with an agency, organization or site owner/manager. If no MOU or contract exists, one should be created. An example of an MOU Appendix C.

### Reassessment of Existing Sites

- Coordinate with property owners to determine the status of preidentified non-congregate sites (e.g. hotels/hotels, dorms and other facilities) that may have been impacted by the disaster.
- If pre-designated sites are unavailable (e.g., damaged, in use), additional sites should be assessed, and new agreements created

### *Staging and Deployment of Supplies*

PPE supplies and equipment may be staged and deployed to a mobilization center prior to and during response. Plans to retrieve items from their locations and transport them to the shelter should immediately follow shelter activation. The following points should be taken into consideration:

- Identifying needed supplies such as cots, linens, gowns, facemasks and medical supplies
- Packaging in a cart or trailer “first push” supplies for easy and rapid deployment
- Preparing a detailed inventory of items including available quantities
- Planning how items will be moved and transported to the shelter site, including the path of travel between the storage site and destination
- Establishing instructions and plans for setting up items once resources are deployed (e.g. tents, barriers, tables, and generators).

A “first push” consists of the essential items required to initiate the establishment of a shelter. These supplies may also be maintained by a jurisdiction in the form of a cache or be readily available through some type of vendor agreement. (*A sample list of Pandemic Shelter Supplies can be found on pg. 44*)

### *Reporting and Communications*

Effective internal (within the shelter) and external (to the incident command structure, other agencies and the media) communication is essential during shelter response in a pandemic environment. Jurisdiction should maintain a solid infrastructure to support virtual capability and documented mechanisms for all communications. It is critical that these communication approaches are interoperable and integrate into emergency operations plans for the individual jurisdictions.



## Multiagency Pandemic Sheltering Job Aid

The Mass Care (MC) Situational Report (Sitrep) should include, at a minimum, the following:

- Shelter location
- Number of evacuees sheltered during the reporting period. This includes reports on ad-hoc, congregate and non-congregate shelter operations (including hotels/motels and non-traditional facilities).
- Total number of evacuees sheltered to-date
- Number of new evacuees during the last 24 hours
- Meals served in the past 24 hours
- Summary of critical support needs and concerns, including resource needs for evacuees with disabilities and/or access and functional needs

When possible, additional statistical information should be included in the MC SitRep such as a breakdown of individuals, families and age ranges.

All applicable data should be entered into the Jurisdiction's system of record for shelter reporting

- Have you explored virtual equipment, software and options in effort to minimize face to face interaction in shelters?
- The primary means of communication between staff, survivors and other stakeholders within the shelter includes written signage, verbal commands, portable two-way shortrange radios, intercom systems, bullhorns, information technology and other devices
- Information technology required at the shelter should comply with applicable laws of the local jurisdiction and federal regulations. Software and hardware selected should be interoperable with existing systems and other response stakeholders. Information technology functions may include:
  - Survivor tracking, information sharing, and data storage
  - Systems for third party reimbursement
  - Inventory management systems
  - Emergency management software systems.
- Children and adults who have access or functional needs should be given the same information provided to the other survivors using methods that are understandable and timely. Prior to the incident, auxiliary aids and services necessary to meet the communication needs of all persons in the shelter should be identified and made immediately available. External resources may need to be sought to provide:
  - Interpreters (Spanish and other foreign languages, sign language, etc.);
  - Television with captioning;
  - Information technology/computer services;
  - TTY – TDD;
  - Computer Assisted Real Time Translation;

Effective external communication with other agencies is important to share accurate and timely information about the shelter operations and communicate resource needs. The shelter manager should have access to redundant communications capabilities. Depending upon the incident, some communication systems may not be functional, necessitating the need for multiple communication venues.

For communication with external agencies, jurisdictions should utilize established systems to the extent possible. Pre-planning may help identify what physical resources would be needed at the shelter site. In addition, the presence of a qualified operator with technical expertise may be required in some instances.

The activation of external communications should occur immediately upon the establishment of the shelter and remain functional throughout the operation.

## *Shelter Transition*

Shelter Transition is a strategy that may be implemented to assist with bridging the gap for disaster survivors who have been displaced from their residences into a permanent or long-term housing solution. The process of shelter transition should begin immediately and is dependent upon the availability of services to meet the specific needs of the shelter residents.

- Has the jurisdiction developed a plan to immediately transition shelter residents out of congregate shelters?
- Has the jurisdiction developed a plan to assist with the transition of shelter residents out of non-congregate shelters?
- Have shelter numbers reached a plateau?
- Have Code Inspection and Enforcement Requirements been included into the transition planning process?
- Has a process been developed for Data Sharing?
- Have release of information forms been drafted in a way that allows for sharing case information with a third party, especially nontraditional partners?
- Has a method for removing personally identifying information from a case file been developed to allow the Shelter Transition Team to discuss cases in a way that protect the identity of shelter residents?

Collaborate and coordinate with shelter residents who need assistance in finding alternate safe, accessible, affordable and secure housing for themselves and their families in order that shelters can close

Identify barriers to the recovery process for the shelter resident

Identify resources and programs that can be provided to shelter residents in an effort to assist them with their recovery.

Ensure the shelter transition team is integrated with Federal, local, state, NGO and private sector partners.

Non-congregate shelters may need to maintain operations for an extended period of time in the event the supply of available housing is limited. The Jurisdiction should partner with Community-Based Organizations (CBOs), federal and other agency partners to meet the long-term housing needs of evacuees. Jurisdictions should also seek out resources for disaster housing recovery from local, State, and Federal agencies including:

- Local and State housing agencies and programs.
- NGO and private sector recovery resources.
- Community Development Block Grants (CDBG).
- FEMA and the U.S. Department of Housing and Urban Development (HUD) programs and services.

See [Appendix F: Transition to Alternate Sheltering and Housing Solutions Considerations](#) of the Multi-Agency Sheltering/Sheltering Support Plan Template

# **JOB AIDS / CHECK LIST**

## Job Aids/Checklists

Job Aids/Checklists provide the user with a series of actions to consider when implementing congregate and non-congregate shelter activities.

The templates will serve as planning tools for developing facility-specific shelter operational plans. The job action sheets provided are designed to be customized, although planning teams are encouraged to maintain the prescribed format and terminology as a means of ensuring standardization of each individual position’s primary function. The format also allows for the job action sheets to be used to preliminarily document actions taken during the incident and assist in developing a chronology of events, problems encountered, and decisions made.

### *Evacuee Support*

#### *Job Aid Description:*

The following table provides a checklist of actions to be consider when activating or planning for evacuations. The table provides various planning considerations and actions to be performed when providing support to evacuees.

#### *Instructions:*

This Job Aid can be used for planning purposes pre-incident. Planners will need to focus upon the development of methodologies to support the listed actions, including the provision of evacuee support at multiple mass care sites. Additional action items should be added as necessary throughout the planning process to meet the needs of disaster survivors.

| PHASE                          | TASKS  |                          |
|--------------------------------|--|--------------------------|
| <b>Pre-Incident Operations</b> | <b>Questions for Consideration – How does pandemic impact Operations? Do the tasks include safety and health measures for staff and evacuees during response operations for hurricanes and wildfires and other incidents?</b>  |                          |
| <b>Monitor Threat</b>          | What are the potential impacts of the event?   | <input type="checkbox"/> |
|                                | Has the Emergency Operations Plan (EOP) been reviewed and modified to align with pandemic guidance, to include social distancing limitations, health and safety requirements, fiscal impacts, reduction of government services, and potential impacts to the supply chain? | <input type="checkbox"/> |
|                                | Have Continuity of Operations (COOP) plans been reviewed and updated to continue essential functions and tasks with little or no interruption within a pandemic environment? Do the plans include identified alternate sites and capabilities to telework?                 | <input type="checkbox"/> |
|                                | Are there current or expected critical staffing and resource shortages due to the pandemic that is likely to impact the ability to respond to the forecasted incident? Have contingency staffing plans been developed? Have these shortages been communicated to partners? | <input type="checkbox"/> |
|                                | Have current mutual aid and EMAC agreements been reviewed and evaluated if available resources and/or personnel may be limited due to pandemic operations? Consider virtual EMAC agreements.   | <input type="checkbox"/> |
|                                | Is there a plan to determine how personnel deployed to the field will be protected during a pandemic environment?  | <input type="checkbox"/> |
|                                | Has medical-grade PPE been purchased and stockpiled according to CDC guidelines for those who require it? Has CDC strategies to optimize the supply of PPE been implemented?   | <input type="checkbox"/> |
|                                | Has cloth face coverings been ordered and stockpiled and a plan in place to distribute face coverings to staff?  | <input type="checkbox"/> |

Multiagency Pandemic Sheltering Job Aid

| PHASE | TASKS   |                          |
|-------|---|--------------------------|
|       | Are there any, or any potential, shelter-in-place or stay-at-home orders for the pandemic currently in place in any of the potentially impacted jurisdictions?  | <input type="checkbox"/> |
|       | Review agreements with NGOs, agencies, volunteers, and private sector vendors that will be needed for evacuee support and ensure partners are prepared to deliver in a pandemic environment.  | <input type="checkbox"/> |
|       | Review DOD requirements and timelines for air evacuation transport if required. What are the pandemic implications?   | <input type="checkbox"/> |
|       | Are there plans to address high-risk population that have ongoing outbreaks of the pandemic that may need to be evacuated (e.g., nursing home residents, people with disabilities, people requiring evacuation assistance, people experiencing homelessness)?   | <input type="checkbox"/> |
|       | Update public communication plans to include public health alerts and precautions for the pandemic within all public messaging. Ensure messaging is clear and concise and accessible and is culturally and linguistically appropriate for the general population and at-risk populations with disabilities and access and functional needs. | <input type="checkbox"/> |
|       | Are there plans in place for the evacuation of correctional facilities? Are there known outbreaks of the pandemic within the facilities?  | <input type="checkbox"/> |

| PHASE   | TASKS  |                          |
|---|--|--------------------------|
| <b>Pre-Incident Operations</b>  | <b>Checklist tasks pertain to incident response operations within a pandemic operation and are not inclusive of all response tasks associated within a phased response operation.</b>  |                          |
| <b>Elevated Threat</b>  | What are the potential impacts of the event? Is sufficient information and monitoring for the forecasted threat/hazard available and in place?   | <input type="checkbox"/> |
|   | Is the Emergency Operations Center (EOC) activated per an Emergency Operations Plan (EOP) or another plan? Are the pandemic implications addressed?  | <input type="checkbox"/> |
| High Risk Population Communities include hospitals, nursing homes, assisted-living facilities, correctional institutions, people experiencing homelessness and individuals with disabilities, access and functional needs, Unaccompanied Minors | Is there a system in place that can collect and share data to support decision-making around community lifelines?  | <input type="checkbox"/> |
|   | Implement Mutual Aid and EMAC agreements to address critical staffing and resource shortages due to the pandemic. Notify partners.   | <input type="checkbox"/> |
|   | Assess high-risk population plans within an expected impact zone, Is there a known outbreak of the pandemic within a threatened population?  | <input type="checkbox"/> |
|   | Assess numbers of potential evacuees, their household pets, service, and assistance animals that may require evacuation support within a potential impact zone (Critical Transportation Needs).  | <input type="checkbox"/> |
|   | Request deployment of a senior public health officer to the EOC to ensure current and timely public health advice.   | <input type="checkbox"/> |
|   | Are communication materials accessible to the general public and to people with access or functional needs that address hurricane preparedness while under the threat of the pandemic in communities?  | <input type="checkbox"/> |
| Access and functional needs include deaf or hard of hearing, blind or have low vision, people with an intellectual disability,  | Has the pandemic language been inserted into pre-approved messaging that can be distributed over media and on temporary road signs along evacuation routes?  | <input type="checkbox"/> |
|   | What contracts are being considered for implementation in support of the planned response that may be impacted due to the pandemic (e.g. shorter timelines due to health screening, social distancing and decontamination requirements, and resource shortages that affect evacuation operations)? | <input type="checkbox"/> |

Multiagency Pandemic Sheltering Job Aid

| PHASE  | TASKS   |                          |
|--|---|--------------------------|
| people with low literacy, limited English proficient persons, older adults, Unaccompanied Minors | Review clearance times and decision timelines, with pandemic planning considerations, for evacuation or shelter-in-place, mass care and sheltering plans.                             | <input type="checkbox"/> |
|  | Engage with neighboring states and jurisdictions to coordinate cross-border movements in large-scale evacuation. What is the status of the pandemic outbreaks within the communities? | <input type="checkbox"/> |
|  | Review or develop host jurisdiction sheltering agreements that contain the pandemic health and safety guidelines.   | <input type="checkbox"/> |
|  | Have any voluntary evacuations been initiated by local jurisdictions? Are there known pandemic outbreaks in jurisdictions?  | <input type="checkbox"/> |
|  | Distribute PPE to staff as required.  | <input type="checkbox"/> |
|  | What is the plan for staging resources/teams?   | <input type="checkbox"/> |

| PHASE  | TASKS  |                          |
|--|--|--------------------------|
| <b>Pre-Incident Operations</b>                                       | <b>Checklist tasks pertain to incident response operations within a pandemic operation and are not inclusive of all response tasks associated within a phased response operation.</b>  |                          |
| <b>Credible Threat</b>   | What are the expected impacts to evacuation resources and timelines due to pandemic social distancing and health screening requirements?   | <input type="checkbox"/> |
|  | Is the anticipated severity and specificity of the hazard or threat such that shelter-in-place (SIP) is an option?   | <input type="checkbox"/> |
| <b>Planning Assumption: Pandemic is present in all jurisdictions</b> | What public messaging efforts are underway at the local and state levels to address evacuation and/or shelter-in-place orders? Include information on the pandemic safety/health requirements.   | <input type="checkbox"/> |
|  | Are communications in place to clearly inform survivors they may need to move from a SIP posture and evacuate depending on the severity of the anticipated hazard or threat (e.g., hurricane, storm)?  | <input type="checkbox"/> |
|  | Has PPE been distributed?  | <input type="checkbox"/> |
|  | Ensure evacuation shelters are ready to meet CDC spacing, health, safety, and feeding requirements for congregate shelters.  | <input type="checkbox"/> |
|  | Has coordination taken place with pass-through, host and sending jurisdictional partners to verify that agreements to support and execute potential evacuations remain in place given impacts of the pandemic? Are any updates or revisions necessary?               | <input type="checkbox"/> |
|  | Do the mutual aid partners have adequate personnel to support the evacuation plan? Are there enough personnel to support any additional-impacted jurisdictions?  | <input type="checkbox"/> |
|  | Has coordination with mutual aid partners regarding receipt of movement of potential evacuees with pandemic specific symptoms begun? Are additional planning courses of action required?   | <input type="checkbox"/> |
|  | Do the constraints and impacts of pandemic within the jurisdiction and neighboring jurisdictions warrant the expansion of mutual agreements with new partners?   | <input type="checkbox"/> |
|  | Do the jurisdictions have the capabilities to screen for the pandemic on highways/roadways when needed during an evacuation?   | <input type="checkbox"/> |
|  | What is the status of mass transit and paratransit services that provide a transportation option for those individuals unable to use the fixed-route bus or rail system for evacuation? Individuals include people with disabilities and access or functional needs. | <input type="checkbox"/> |

Multiagency Pandemic Sheltering Job Aid

| PHASE | TASKS  |                          |
|-------|--|--------------------------|
|       | Is there a mechanism to increase public transportation, if needed, to offset increased time to evacuate a community and screen individuals for the pandemic (e.g., temperature screening)?   | <input type="checkbox"/> |
|       | Is there the ability to screen passengers upon arrival to Assembly Areas or Evacuation Centers for pandemic specific symptoms during a hub and spoke evacuation?   | <input type="checkbox"/> |
|       | Will conditions require Federal support? What conditions will require DOD air evacuation support?  | <input type="checkbox"/> |
|       | Is there a system in place to track evacuees, their pets, service, and assistant animals, DME, and belongings?   | <input type="checkbox"/> |
|       | What mass care resources does the jurisdiction have in place to receive evacuees? What are the projected shortages of resource requirements including staff and pandemic health and safety requirements?   | <input type="checkbox"/> |
|       | What alternate care sites and federal medical stations are available as potential evacuation resources? What are the staffing requirements?  | <input type="checkbox"/> |
|       | What is the status of the tourist population? Are there plans in place to provide additional evacuation services for tourist population if required? Have additional shelter space meeting the pandemic requirements been identified for tourists who may not be able to evacuate? | <input type="checkbox"/> |
|       | Are there resources necessary to establish/re-establish critical mass transportation hubs (e.g., airports, train stations, local mass transit stations) consistent with CDC guidance and social distancing considerations?   | <input type="checkbox"/> |

| PHASE  | TASKS   |                          |
|--|---|--------------------------|
| <b>Activation and Immediate Response</b>                             | <b>Checklist tasks pertain to incident response operations within a pandemic operation and are not inclusive of all response tasks associated within a phased response operation.</b>                 |                          |
| <b>Planning Assumption: Pandemic is present in all jurisdictions</b> | Target evacuation orders and communication messages to reduce the number of people voluntarily evacuating from areas outside a declared evacuation area. Are there pandemic outbreaks in those areas? | <input type="checkbox"/> |
|  | What conditions will require zero hour sheltering of response personnel and cessation of field operations?  | <input type="checkbox"/> |
|  | Are contingency plans in place to augment evacuation transportation requirements?   | <input type="checkbox"/> |
|  | What is the status of the ambulance contract? Are there any projected shortfalls that threaten the health and safety of evacuees? What other in-place medical options/resources can be utilized?      | <input type="checkbox"/> |
| <b>Stabilization of community lifelines</b>                          | What is the current status of evacuation and/or shelter-in-place of functional, and medical needs residents, hospitals, nursing and long-term care facilities?  | <input type="checkbox"/> |
|  | What is the status of public messaging to address evacuation and/or shelter-in-place orders?  | <input type="checkbox"/> |
|  | What is the status of evacuation operations at Embarkation and Debarkation sites?   | <input type="checkbox"/> |
|  | What protective measures are being taken in the neighboring zones? Is there an active pandemic breakout in the zones? What is the potential impact on jurisdiction and neighboring jurisdiction?      | <input type="checkbox"/> |
|  | What actions are underway that will ensure retail fuel is available along evacuation routes? Are stores, pharmacies and businesses along evacuation routes open/closed                                | <input type="checkbox"/> |

Multiagency Pandemic Sheltering Job Aid

| PHASE | TASKS  |                          |
|-------|--|--------------------------|
|       | due to the pandemic? What plans have been considered for food and water, medications, and other critical items that evacuees will need?  |                          |
|       | Are any forecasted or actual needs not being met? Have these been communicated to partners?  | <input type="checkbox"/> |
|       | What is the status of general population shelters and social distancing requirements? What are the anticipated shelter shortages? Are there known pandemic specific positive shelterees? | <input type="checkbox"/> |
|       | What is the status of traffic along the evacuation routes?<br>Is Contraflow underway?  | <input type="checkbox"/> |
|       | Are any life-safety issues unresolved? Consider pandemic implications.   | <input type="checkbox"/> |
|       | Have zero-hour conditions been communicated to response staff?<br>To the public?   | <input type="checkbox"/> |
|       | Have field operations ceased for zero hour? Have responders sought refuge?   | <input type="checkbox"/> |
|       | Has the public been advised to seek a refuge of last resort?   | <input type="checkbox"/> |
|       | What is the status of infrastructure that may affect evacuation operations?  | <input type="checkbox"/> |
|       | Are any forecasted or actual needs not being met? Have these been communicated to partners?  | <input type="checkbox"/> |

| PHASE                | TASKS  |                          |
|----------------------|--|--------------------------|
| <b>Post-Incident</b> | What is the status of mass care for government-assisted evacuees? For self-evacuees? Any pandemic specific illnesses reported? | <input type="checkbox"/> |
|                      | What is the status of community lifelines?   | <input type="checkbox"/> |
|                      | What conditions must be met for beginning re-entry?  | <input type="checkbox"/> |



## *Congregate Shelter*

### *Job Aid Description:*

The following table provides a checklist of actions to be consider when activating or planning for shelters operations in a pandemic environment. The table provides various planning considerations and actions to be performed when providing support to survivors.

### *Instructions:*

This Job Aid can be used for planning purposes pre-incident. Planners will need to focus upon the development of methodologies to support the listed actions, including the provision of support in congregate and non-congregate shelters. Additional action items should be added as necessary throughout the planning process to meet the needs of disaster survivors.

### *Key Considerations for Congregate and Non-Congregate Shelter Operations in Response to a Pandemic*

As a result of COVID-19, local emergency planners as well as operators of traditional emergency shelters may encounter individuals and scenarios that differ from what is usual when sheltering people. Opening and operating congregate sheltering will require procedural adjustments in order to adequately respond to the needs of staff, residents, and the general public.

During initial activation, the number of survivors who can safely be accommodated in a selected facility should be confirmed. The allocation of space will be determined by the incident. The total size and number of beds and capacity of the shelter will be directly influenced by factors such as site layout, number of survivors, and resource availability. Ample space and outdoor recreation areas should be considered for animals' shelter operations. When determining the specific requirements of the shelter, jurisdictions should carefully consider a number of factors which are discussed in detail below.

| PHASE                          | TASKS   |                          |
|--------------------------------|---|--------------------------|
| <b>Pre-Incident Operations</b> | What are the potential impacts of the event?  | <input type="checkbox"/> |
|                                | Have sheltering plans been revised in coordination with whole community partners and does it address the unique considerations associated with response to a pandemic?  | <input type="checkbox"/> |
|                                | Does multi-agency response and recovery planning conducted by the jurisdiction include risk reduction and mitigation elements?  | <input type="checkbox"/> |
|                                | Does coordinate with Public Health officials include points of contact and methods of coordination for shelter operations?  | <input type="checkbox"/> |
|                                | Do shelter plans include considerations and resources for high risk populations, individuals with disabilities and/or access and functional needs, e.g. children, owners and their pets, and interaction with ESF #8 on medically necessary dietary issues? | <input type="checkbox"/> |
|                                | Has the jurisdiction determined existing logistics and resource capabilities? Congregate/ Non-Congregate shelters outside of harm's way for multiple disaster scenarios?  | <input type="checkbox"/> |
|                                | Have you Identified shortfalls based on known capabilities and shelter requirements? Does your plan address those shortfalls?   | <input type="checkbox"/> |
|                                | Have you developed a plan to increase congregate and non-congregate sheltering capacity and capability (including a process to rapidly identify and survey spontaneous shelter sites during activations)?   | <input type="checkbox"/> |

Multiagency Pandemic Sheltering Job Aid

|   |   |                          |
|---|---|--------------------------|
| <b>Pre-Incident Operations</b>                                  | Have you increased and/or establish agreements with various facilities and vendors that support sheltering activities?  | <input type="checkbox"/> |
|   | Has medical-grade PPE been purchased and stockpiled according to CDC guidelines for those who require it? Has CDC strategies to optimize the supply of PPE been implemented?  | <input type="checkbox"/> |
|   | Has cloth face coverings been ordered and stockpiled and a plan in place to distribute face coverings to staff?   | <input type="checkbox"/> |
|   | <b>Tasks</b>  |                          |
|   | <b>Facility Layout Considerations</b>   |                          |
|   | Ideally minimum size of 50,000 SQ. FT. based on 350 shelter residents in general dormitory, which allocates 11,500 SQ. FT. available for all non-dormitory services (isolation, registration, storage, feeding, etc.)   | <input type="checkbox"/> |
|   | Is there dedicated area for screening of staff and evacuees?  | <input type="checkbox"/> |
|   | Is the facility equipped with enough space to temporarily isolate and quarantine residents that exhibit signs or test positive for the disease?   | <input type="checkbox"/> |
|   | According to CDC guidance, is the facility equipped with a staff-only respite area that allows staff to store personal belongings, eat, and take breaks when necessary?   | <input type="checkbox"/> |
|   | Is the facility equipped with a separate area that allows for staff to safely don and remove PPE?   | <input type="checkbox"/> |
|   | Medical support shelters should follow the Interim Guidance for Healthcare Facilities: Preparing for Community Transmission   | <input type="checkbox"/> |
|   | <b>Tasks</b>  |                          |
|   | <b>Sheltering persons with disability and others with Access and Functional Needs</b>   |                          |
|   | Do individuals with access and functional needs, and people with disabilities, have access to sheltering resources and assistance in a pandemic environment?  | <input type="checkbox"/> |
|   | Do residents with service animals have lawful access to them whether inside screening, sleeping, and/or isolation care areas?   | <input type="checkbox"/> |
|   | Is shelter messaging presented to all residents and staff in a variety of accessible formats (e.g., audio, visual, sign language, braille, multiple languages, culturally appropriate)?   | <input type="checkbox"/> |
|   | <b>Tasks</b>  |                          |
| <b>Principles for Pandemic Shelter Set-Up Details</b>           |   |                          |
| Maintain Physical Separation for Social Distancing              | <ul style="list-style-type: none"> <li>• As per CDC guidance, maintain a 6 ft separation between functional areas in a shelter (spaces other than sleeping areas)                             <ul style="list-style-type: none"> <li>○ Screening Area</li> <li>○ Registration</li> <li>○ Common areas</li> <li>○ Supplies and Food Drop-Off Area</li> <li>○ Isolation Care Area</li> </ul> </li> <li>• Survivors/residents are encouraged to spend the majority of their time in their individual spaces. When leaving these spaces, maintain 6ft separation between all shelter survivors/residents and workers. Masks should be provided to survivors/residents when available</li> </ul> | <input type="checkbox"/> |
| Set up Isolation Care Area for Symptomatic/ Diagnosed residents | <ul style="list-style-type: none"> <li>• Follow steps in <i>COVID Isolation Care Area Job Tool</i></li> <li>• Requires 2 or more health professionals (public health, community nurse) that are additional to the basic shelter team</li> <li>• Clients in Isolation Care Area do not visit other areas of the shelter</li> </ul>   | <input type="checkbox"/> |

## Multiagency Pandemic Sheltering Job Aid

|  | <ul style="list-style-type: none"> <li>Feeding supported with individually packaged meals delivered by isolation area care staff</li> <li>Workers in Isolation Care Area need to wear PPE multiple times per day (4x per day)</li> </ul>   |  |
|--|--|--|
| Screen residents Before They Enter the Shelter             | <ul style="list-style-type: none"> <li>Individuals and families must go through the Screening Area and wash their hands-on entry</li> <li>Follow steps in the <u>Disaster Health Services Procedures in COVID-19 Congregate Shelters</u> job tool</li> <li>After screening, shelter survivors/residents are directed to their living space in dormitory, the Isolation Care Area, or to other health facilities</li> </ul> | <input type="checkbox"/>   |
| Ongoing Screening of Shelter Survivors/Residents           | <ul style="list-style-type: none"> <li>Need to define frequency on ongoing screening procedures.</li> <li>Cot-to-Cot assessment for survivors/residents per public health guidelines</li> <li>Shelter survivors/residents and workers are screened for temperature and symptoms (such as fever and coughing)</li> </ul>  | <input type="checkbox"/>   |
| Maintain Heightened Disinfecting and Sanitation Procedures | <ul style="list-style-type: none"> <li>Maintain cleaning and <u>sanitation according to CDC</u> and public health guidelines</li> <li>Follow guidelines for specific type of shelter</li> <li>Disinfection procedures should be followed to decontaminate reusable medical equipment and other shelter supplies.</li> </ul>  | <input type="checkbox"/>   |
| Limit Shelter Visitors                                     | <ul style="list-style-type: none"> <li>Shelter Manager, Public Health Official, and Safety Officer set site-specific visitation rules</li> <li>All visitors must approach the site through screening</li> </ul>  | <input type="checkbox"/>   |
| Engage Shelter Residents to be Shelter Workers             | <ul style="list-style-type: none"> <li>Logistics/Staffing Manager responsible for training and managing shelter resident workforce</li> <li>Shelter survivors/residents can and should assist with feeding, supply management, sanitation, and daily maintenance of the dormitory</li> </ul>   | <input type="checkbox"/>   |
| Resources:   | <p>CDC Guidance for Cleaning and Disinfecting<br/> <a href="https://www.cdc.gov/coronavirus/2019-ncov/community/cleaning-disinfecting-decision-tool.html">https://www.cdc.gov/coronavirus/2019-ncov/community/cleaning-disinfecting-decision-tool.html</a></p>   | <input type="checkbox"/>   |
| Phase  | Tasks  |  |
| Elevated Threat  | Place on standby and/or open, resource and staff evacuation shelters   | <input type="checkbox"/>   |
|  | Immediately assess, in coordination with shelter operators, the potential shelter capacity requirements and shortfalls   | <input type="checkbox"/>   |
|  | Identify shelter resource requirements and shortfalls for estimated shelter populations  | <input type="checkbox"/>   |
|  | Identify shelter resources to support people with disabilities and others with access and functional needs in general population shelters  | <input type="checkbox"/>   |
|  | Activate the Multi-Agency Shelter Task Force   | <input type="checkbox"/>   |
|  | Has the jurisdiction established an approach for conducting virtual ESF #6 coordination meetings (e.g. conference calls, webinars, online video chat) with external partners?  | <input type="checkbox"/>   |
|  | Public Messaging   | <ul style="list-style-type: none"> <li>Coordinate with ESF 15 to refine or develop disaster specific pandemic safety and shelter information messages</li> <li>Coordinate with Public Health officials to develop talking points and disseminate to MASTF members and shelter operators</li> </ul> |

Multiagency Pandemic Sheltering Job Aid

|   |   |                          |
|---|---|--------------------------|
|   | <ul style="list-style-type: none"> <li>Are communication materials accessible to the general public and to people with access or functional needs</li> </ul>  |                          |
| <b>Phase</b>  | <b>Tasks</b>  |                          |
| <b>Activation and Immediate Response</b><br><br>Sheltering requirements are analyzed, prioritized and deployed to support the affected area | <b>Based on preliminary situational reports, partners have been alerted and resources have been identified to support congregate and non-congregate sheltering requirements.</b>  |                          |
|   | Establish expectations for reporting shelter sites (e.g. congregate/non-congregate, ad-hoc shelters) and populations including service animals and household pet shelters   | <input type="checkbox"/> |
|   | Request additional shelter resources to meet actual or projected staff and commodity shortfalls (e.g. EMAC, ESF #6)   | <input type="checkbox"/> |
|   | Identify shelter resource requirements and shortfalls for estimated shelter populations   | <input type="checkbox"/> |
|   | Identify shelter resources to support people with disabilities and others with access and functional needs in general population shelters   | <input type="checkbox"/> |
| <b>Phase</b>  | <b>Tasks</b>  |                          |
| <b>Sustained Response</b>   | <b>Resident and Visitor Screening and Testing Protocols</b>   |                          |
|   | Are shelter staff who conduct resident screening able to abide by <u>CDC’s social distancing</u> guidelines and remain six feet away from the resident when screening?  | <input type="checkbox"/> |
|   | Are staff knowledgeable about <u>health screening procedures</u> and how best to operate a health screening area in a pandemic environment  | <input type="checkbox"/> |
|   | Does the facility have adequate space and resources for temperature screening to support the testing of all incoming residents?   | <input type="checkbox"/> |
|   | If a resident or staff member tests positive or exhibit symptoms of pandemic specific illness, are the necessary supports, space allotments, and procedures in place to isolate those individuals from the rest?  | <input type="checkbox"/> |
|   | Is the number of shelter visitors limited to prevent the risk of the pandemic? Are visitors that do enter the shelter subject to pandemic specific health screening?  | <input type="checkbox"/> |
|   | If health services are available, encourage on-going complete shelter health surveillance.  | <input type="checkbox"/> |
|   | <b>Preparing a Health Screening Area</b>  |                          |
|   | Set up an area where people will be health screened before entering a shelter. Ideally, conduct screening outside to allow for social distancing and maximize airflow. If inside, the screening area should have: <ul style="list-style-type: none"> <li>A hallway that supports social distancing and markers;</li> <li>A post-screening area that provides separate routes to the isolation care area, congregate sheltering, and an exit.</li> </ul> | <input type="checkbox"/> |
|   | Post signs that say: “ALL individuals entering shelter MUST be health screened. Family units or individuals MUST maintain 6ft distance from others.” Place signage before entry to the screening line, and it should be available in English and Spanish.   | <input type="checkbox"/> |
|   | Shelter Manager decides whether to use security/ law enforcement to maintain order and compliance with screening process.   | <input type="checkbox"/> |
|   | Shelter Manager ensures appropriate accommodations are provided for those with access and functional needs.   | <input type="checkbox"/> |

Multiagency Pandemic Sheltering Job Aid

|  |  |
|--|--|
| Reserve a space near the health screening area where screeners to put on, take off, store, and dispose of personal protective equipment. Illustrations of sample inside and outside health screening areas can be found at the end of this job tool.   | <input type="checkbox"/>   |
| Staff the health screening area. See the <i>Order of Preference for Health Screening Staff</i> below. The number of health screeners is dependent on the number of people in the health screening line, but at least one person always staffs the health screening area.   | <input type="checkbox"/>   |
| Provide basic canteen services, including water and snacks. See the <u>Red Cross: Feeding in COVID-19 Congregate Shelters</u> for information on how to do this safely.  | <input type="checkbox"/>   |
| Health screeners wipe down and disinfect all surfaces, including coolers, chairs, and tables regularly, including before health screening opens, every hour while open, and after it closes.   | <input type="checkbox"/>   |
| <b>Health Screening Protocols</b>  |  |
| <ul style="list-style-type: none"> <li>Throughout the process, observe shelter survivors/residents for coughing or other symptoms.</li> </ul>  | If symptomatic, offer client a dust mask or equivalent and send client to the isolation care area. |
| <ul style="list-style-type: none"> <li>Ask the following questions:                             <ul style="list-style-type: none"> <li>Do you or anyone in your household currently have a cough, fever, or any type of respiratory illness?</li> <li>Have you or anyone in your household been in close contact with anyone who has been confirmed as having pandemic specific illness?</li> <li>Are you or anyone in your household a healthcare worker caring for a confirmed pandemic specific illness patient?</li> </ul> </li> </ul> | <p>If YES to any question, send client to isolation care area.</p> <p>If NO, proceed to step 3</p> |
| <ul style="list-style-type: none"> <li>Take the shelter survivors/residents temperature using a digital or other type of appropriate thermometer.</li> </ul>   | If temperature is 99.5 F or higher, send client to isolation care area                             |
| <b>Life sustaining services have been provided in close coordination with Whole Community Partners</b>   |  |
| Develop strategy for transitioning residents out of congregate and Non-congregate shelters   | <input type="checkbox"/>   |
| Identify barriers that may impede the closing of shelters such as the homeless population lack of funds, availability of affordable accessible housing, adequate temporary housing options for pets, etc.  | <input type="checkbox"/>   |
| Establish reporting procedures (both data collection from MC/EA providers and the operational tempo or reporting required)   | <input type="checkbox"/>   |
| <ul style="list-style-type: none"> <li>Support transition of general population shelter residents to alternate housing options</li> <li>Develop strategy for transitioning residents out of congregate shelters</li> <li>Estimate resources required to support transition of residents out of shelters</li> </ul>   | <input type="checkbox"/>   |
| Obtain resources required to support transition of shelter residents   | <input type="checkbox"/>   |
| <ul style="list-style-type: none"> <li>Identify barriers that may impede the closing of shelters such as the homeless population, lack of funds, availability of affordable, accessible housing, adequate temporary housing options for pets, etc.</li> </ul>  | <input type="checkbox"/>   |

## Multiagency Pandemic Sheltering Job Aid

|   | <ul style="list-style-type: none"> <li>Identify local agencies and organizations that can support alternate housing planning efforts</li> </ul>   |                          |
|---|---|--------------------------|
| PHASE   | TASKS   |                          |
| <b>Short-term Recovery</b><br><br>Plans are developed to transition residents out of congregate sheltering to non-congregate sheltering | Coordinate with the Housing Task Force or other group established to address housing options  |                          |
|   | Consider alternate transportation (including accessible transportation) and other support requirements for alternate housing considerations   | <input type="checkbox"/> |
|   | Brief long-term recovery staff on the status of sheltering/housing programs   | <input type="checkbox"/> |
|   | Conduct a sheltering after action review  | <input type="checkbox"/> |
|   | Demobilize the sheltering task force  | <input type="checkbox"/> |
| <a href="#">CDC: Interim Guidance for General Population Disaster Shelters During the COVID-19 Pandemic</a>                             | These recommendations were developed to assist shelter staff in taking appropriate actions for reducing the possibility of transmission among shelter staff, volunteers, residents, and visitors. Included information: <ul style="list-style-type: none"> <li>Screening, monitoring and isolation</li> <li>Steps for persons who are ill with COVID-19 symptoms</li> <li>Instructions if a resident is classified as “sick”</li> <li>Intake area and waiting room</li> </ul> |                          |

*Facility Survey Form*

**REQUIRED ATTACHMENTS:** site map and/or floor plan drawing of facility.

**DATE ASSESSED:** \_\_\_\_\_

**SITE INSPECTED AND ACCEPTABLE FOR:**

|                 |  |   |   |
|-----------------|--|---|---|
| <b>Shelter:</b> | <input type="checkbox"/> Regional Hub Reception Center | <input type="checkbox"/> Gen. Population Shelter                | <input type="checkbox"/> Co-located Shelter (Gen/Med) |
|                 | <input type="checkbox"/> Evacuation Assembly Point     | <input type="checkbox"/> Medical Shelter                        | <input type="checkbox"/> Pet Shelter                  |
| <b>Medical:</b> | <input type="checkbox"/> Alternate Care Site           | <input type="checkbox"/> Mass Vaccination/Point of Distribution |   |
| <b>Other:</b>   | _____  |   |   |

**FACILITY AVAILABILITY:**  Available any time

Non-Available dates: \_\_\_\_\_

**FACILITY CONTACT(S) – (Include Facility Maintenance and/or Custodial Contacts):**

**Point of Contact (Site Access)** \_\_\_\_\_ Title: \_\_\_\_\_ E-mail: \_\_\_\_\_

**Daytime Phone:** ( ) \_\_\_\_\_ **Alternate Phone:** ( ) \_\_\_\_\_ **After Hours:** ( ) \_\_\_\_\_

**Point of Contact (Site Security)** \_\_\_\_\_ Title: \_\_\_\_\_ E-mail: \_\_\_\_\_

**Daytime Phone:** ( ) \_\_\_\_\_ **Alternate Phone:** ( ) \_\_\_\_\_ **After Hours:** ( ) \_\_\_\_\_

**Point of Contact (Maintenance)** \_\_\_\_\_ Title: \_\_\_\_\_ E-mail: \_\_\_\_\_

**Daytime Phone:** ( ) \_\_\_\_\_ **Alternate Phone:** ( ) \_\_\_\_\_ **After Hours:** ( ) \_\_\_\_\_

**ADDRESS INFORMATION:**

Site Name: \_\_\_\_\_

Street Address: \_\_\_\_\_ Cross Street: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_ Mailing Address (If different): \_\_\_\_\_

**SITE INFORMATION:**

- Access to more than one major road or highway from site (+2 lanes)
- Access to public transit – Distance from nearest public bus or train stop \_\_\_\_\_
- Multi-level

**Parking:** List any available parking lots on site (e.g. Parking Lot 1, Parking Lot 2, etc.)

| List Parking Lot | # of Spaces | # of Disabled Spaces | Type of Surface | Trucks OK?               |
|------------------|-------------|----------------------|-----------------|--------------------------|
|                  |             |                      |                 | <input type="checkbox"/> |

Multiagency Pandemic Sheltering Job Aid

|  |  |  |  |                          |
|--|--|--|--|--------------------------|
|  |  |  |  | <input type="checkbox"/> |
|  |  |  |  | <input type="checkbox"/> |

**Exterior Spaces:** List any usable space on the site (e.g. athletic field, courtyard, playground, etc.)

| Exterior Space | Size (SQ. FT.) | Fenced?                  | Equipment (seating, play, etc.) |
|----------------|----------------|--------------------------|---------------------------------|
|                |                | <input type="checkbox"/> |                                 |
|                |                | <input type="checkbox"/> |                                 |
|                |                | <input type="checkbox"/> |                                 |

Whether answer is yes or no, please put actual measurements where indicated

| <b>Parking: If off street parking is available</b>  | Yes | No | N/A | Min/Max   | Actual |
|---|-----|----|-----|---|--------|
| 1. Are there one or more off-street parking spaces either permanently or temporarily designated for people with disabilities? (If “Yes” then proceed to question 8)<br><br>(1 van accessible space for every 25 regular spaces, e.g., 1-25 = 1 van accessible space). |     |    |     | <b>Car</b><br>9 ft wide<br>18 ft long<br>5 ft aisle |        |
| 2. Is there at least one parking space that is van accessible for every 25 spaces?  |     |    |     | <b>Van</b><br>9 ft wide<br>18 ft long<br>8 ft aisle |        |
| 3. Are parking spaces on level ground?  |     |    |     | Max: 2%<br>slope                                    |        |
| 4. Is the parking area surface stable, firm and slip resistant?   |     |    |     | Concrete<br>Asphalt<br>No gravel                    |        |
| 5. Is the disabled parking space in the closest location to the <b>accessible entrance/pathway</b> to the Shelter?  |     |    |     | N/A   |        |
| 6. Is there signage at the front of the parking stall that identifies the space as reserved, by displaying the international symbol of accessibility so that it is readily visible to passing traffic even if the space is occupied?                                  |     |    |     | 80” at the<br>lowest<br>edge of<br>the sign         |        |
| 7. Is there an accessible route from the parking area to an accessible path of travel (continuous common surface)?  |     |    |     | 48” min<br>wide<br>36” min at<br>a single<br>point  |        |
| 8. Grates – (If the walking space has grating)<br>(Perpendicular to the path of travel)   |     |    |     | No greater<br>than ½”<br>wide                       |        |

Comments:

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Multiagency Pandemic Sheltering Job Aid

*Building Exterior*

Access ramps?  Accessible doorways (min 35" wide)?  Auto-doors or appropriate door handles?

| <b>Path of Travel - Parking Area to the Shelter Entrance.</b>  | <b>Yes</b> | <b>No</b> | <b>N/A</b> | <b>Min/Max</b>  | <b>Actual</b> |
|--|------------|-----------|------------|---|---------------|
| 1. Is an accessible route provided from accessible parking spaces to the accessible entrance to the building?  |            |           |            | 48" wide<br>36" wide at a single point  |               |
| 2. Is an accessible route provided from public sidewalks and public transportation stops on the emergency shelter to the accessible entrance of the building? (If provided)<br><br>(You must survey the surrounding block where the shelter is located.) |            |           |            | 48" wide<br>36" wide at a single point  |               |
| 3. Is the surface of the path of travel stable, firm and slip resistant?   |            |           |            | Concrete, asphalt, no gravel  |               |
| 4. Is the path of travel to the building an accessible width?  |            |           |            | 48" wide<br>36" wide at a single point  |               |
| 5. Is there a continuous common surface not interrupted by un-ramped steps or by abrupt changes in level in the path of travel to the entrance?  |            |           |            | ¼ "high or beveled from ¼ "to ½ " high.   |               |
| 6. Is the path of travel to the building entrance free of obstructions (fire hydrants, tree trunks etc.)?  |            |           |            | Min of 36" wide   |               |
| 7. Is the path of travel to the emergency shelter free of any objects (e.g., wall mounted boxes, signs, tree branches, etc.)   |            |           |            | Bottom edge lower than 27" high or higher than 80" extending no more than 4 inches into the path of travel. |               |
| 7a. If no, can the object be lowered, removed or modified?   |            |           |            |   |               |
| 8. If there is an alternative path of travel for accessibility, is there a sign to identify the accessible route?  |            |           |            | Bottom edge lower than 27" high or higher than 80" extending no more than 4                                 |               |

Multiagency Pandemic Sheltering Job Aid

| Path of Travel - Parking Area to the Shelter Entrance.   | Yes | No | N/A | Min/Max                         | Actual |
|--|-----|----|-----|---------------------------------|--------|
|  |     |    |     | inches into the path of travel. |        |
| 9. Alternate Accessible Entrance Signage: If the main entrance is inaccessible, is the accessible alternate entrance clearly marked? |     |    |     | Same as Item #8                 |        |

| Ramps   | Yes | No | N/A | Min/Max  | Actual |
|---|-----|----|-----|--|--------|
| 1. If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?                |     |    |     | N/A  |        |
| 2. Do all ramps have a slope no greater than 1-inch rise in 12 inches of horizontal run?  |     |    |     | 1:50 or 2% max slope   |        |
| 3. Ramp Width?  |     |    |     | 48" min.   |        |
| 4. Does the ramp have edge protection in the form of walls on each side, or wheel guides, or raised curbs?                                |     |    |     | N/A  |        |
| 5. Do ramps have a slip-resistant surface?  |     |    |     | N/A  |        |
| 6. If a ramp rises more than 6 inches, or if it is longer than 72 inches, does it have handrails on both sides?                           |     |    |     | Between 34 – 38" above the surface of the ramp                 |        |
| 7. Is there a landing at both the top and bottom of the ramp?<br><br><b>**NOTE – Requirement also needed at every change of direction</b> |     |    |     | 5'x5' level landing at the top & bottom & at every 30" of rise |        |
| 8. If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?                |     |    |     | N/A  |        |
| 9. Do all ramps have a slope no greater than 1-inch rise in 12 inches of horizontal run?  |     |    |     | 1:50 or 2% max slope   |        |
| 10. Ramp Width?   |     |    |     | 48" min.   |        |
| 11. Does the ramp have edge protection in the form of walls on each side, or wheel guides, or raised curbs?                               |     |    |     | N/A  |        |
| 12. Do ramps have a slip-resistant surface?   |     |    |     | N/A  |        |
| 13. If a ramp rises more than 6 inches, or if it is longer than 72 inches, does it have handrails on both sides?                          |     |    |     | Between 34 – 38" above the surface of the ramp                 |        |
| 14. Is there a landing at both the top and bottom of the ramp?  |     |    |     | 5'x5' level landing at the                                     |        |

Multiagency Pandemic Sheltering Job Aid

| Ramps | Yes | No | N/A | Min/Max   | Actual |
|-------|-----|----|-----|---|--------|
|       |     |    |     | top & bottom & at every 30" of rise & every change of direction |        |

Comments:

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*Structure:*

- Wood Frame  
  Metal/Steel Frame  
  Concrete (Reinforced)  
  Prefabricated  
 Reinforced Masonry (Brick)  
  Unreinforced Masonry  
  Trailer  
  Bungalow  
  Pod

Construction Year: \_\_\_\_\_ Earthquake Retrofit?  If checked, date of last retrofit \_\_\_\_\_

Loading Dock? - Description: \_\_\_\_\_  Staging Area? - Description: \_\_\_\_\_

External electrical outlets?    Sufficient lighting?

Comments:

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*Building Interior Spaces*

# of Stories: \_\_\_\_\_  Elevator(s)?    Movement between floors ADA accessible?

| Elevators   | Yes | No | N/A | Min/Max                                    | Actual |
|---|-----|----|-----|--|--------|
| 1. If an elevator is required to reach the SHELTER area, is the elevator doorway wide enough for a wheelchair user? |     |    |     | At least 36 inches clearance               |        |
| 2. Is the elevator cab size?  |     |    |     | 68" wide x 51" deep                        |        |
| 3. Are elevator controls clearly marked with raised lettering for visually impaired persons?                        |     |    |     | Braille Lettering                          |        |
| 4. Are the elevator controls low enough for a person in a wheelchair to reach them?                                 |     |    |     | No higher than 54" from the elevator floor |        |

Comments:

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# Multiagency Pandemic Sheltering Job Aid

## Features Inside the Shelter Area

**Sketch and attach a space diagram** for each of the following (if applicable), include pictures:

- Dormitory (sleeping or alternate care area)    Dining    Office(s)    Interviewing    Disaster Health Station
- Recreation/meeting area    Survivor storage area    Staff break area    Bathroom/Shower area    Isolation
- Lighting (dimmers, switches, etc.)    Electrical (outlets, mains, etc.)

## Building Furniture

| Furniture                   | Description/Quantity/Size |
|-----------------------------|---------------------------|
| Tables                      |                           |
| Chairs                      |                           |
| Cafeteria<br>Tables/Benches |                           |
| Desks                       |                           |
| Portable Room<br>Dividers   |                           |

Comments:

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## Food Preparation Facilities

- None on site    Warming oven kitchen    Full-service kitchen with a capacity of \_\_\_\_\_ meals a day
- Facility representative required on site when using kitchen? Contact name/phone \_\_\_\_\_

| Equipment    | Quantity/Size | Equipment       | Quantity/Size | Equipment    | Quantity/Size |
|--------------|---------------|-----------------|---------------|--------------|---------------|
| Refrigerator |               | Walk-in Refrig. |               | Ice Machine  |               |
| Freezer      |               | Walk-in Freezer |               | Braising Pan |               |
| Burner       |               | Griddle         |               | Warmer       |               |
| Oven         |               | Convection Oven |               | Microwave    |               |
| Steamers     |               | Steam Kettles   |               | Sinks        |               |
| Dishwasher   |               | Deep Fryer      |               | Coffee Maker |               |

- Kitchen with valid health permit    Kitchen without valid health permit

Comments:

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# Multiagency Pandemic Sheltering Job Aid

## Sanitation

Potable water source:  City  Small Public Water System  Private Well

Solid waste collection service/company: \_\_\_\_\_

Sewer:  City  Aerobic Onsite Wastewater  Septic Onsite Wastewater

|                               | Men | Women | Unisex | Disabled (M/W) | Hot Water? |
|-------------------------------|-----|-------|--------|----------------|------------|
| # of Toilets                  |     |       |        |                |            |
| # of Diaper Changing Stations |     |       |        |                |            |
| # of Sinks                    |     |       |        |                |            |
| # of Showers                  |     |       |        |                |            |

| Restrooms  | Yes | No | N/A | Min/Max   | Actual |
|--|-----|----|-----|---|--------|
| 1. Is there sufficient clearance area on the floor in the direction of the door swing for a wheelchair user to maneuver?   |     |    |     | 60" diameter turning space or 56" x 63" clear space   |        |
| 2. Is there an accessible toilet area?<br>a. Stall door automatic closing device?<br>b. Handle below latch on door?<br>c. Grab bars?<br>d. Toilet seat height?<br>e. Sufficient clearance? |     |    |     | a. loop or U-shaped handle below the latch<br><br>b. on one side and behind the toilet<br><br>c. 17" – 19" high<br><br>d. 60" in width        |        |
| 3. Sufficient floor clearance in the room?   |     |    |     | 60" diameter or a T-turn clearance  |        |
| 4. Where urinals are provided, is there sufficient clear floor space in front of the urinal for a wheelchair user to approach?   |     |    |     | 30" x 48"   |        |
| 5. Is there a clear floor space in front of and underneath the sink area to accommodate a wheelchair user?<br>a. Counter Height?<br>b. Knee space?<br>c. Faucet Hardware?                  |     |    |     | a. 30" x 48"<br><br>b. 34" from the floor max<br><br>c. 29" reducing to 27" high at 8" back<br><br>d. Shall be operable with a single effort. |        |

Multiagency Pandemic Sheltering Job Aid

|  |  |  |  |                   |  |
|--|--|--|--|-------------------|--|
| <p>6. Are the following within reach of a person in a wheelchair?</p> <p>a. Towel,<br/>b. Mirror,<br/>c. Sanitary napkins<br/>d. Waste receptacles</p> |  |  |  | All: 40" high max |  |
|--|--|--|--|-------------------|--|

| Other building features  | Yes | No | N/A | Min/Max                                 | Actual |
|--|-----|----|-----|---|--------|
| 1. Door Widths: Are doorways in the path of travel sufficiently wide enough to accommodate a wheelchair?   |     |    |     | 32" with door open at 90 degrees        |        |
| 2. Is there adequate space for a person in a wheelchair to turn around at the entrance?  |     |    |     | 5' diameter circle                      |        |
| 3. Are doorway thresholds no more than ½ inch in height?   |     |    |     | ¼ "high or beveled from ¼ "to ½ " high. |        |
| 4. Are all doors equipped with either arch or lever-type handles, push plates or automatic openers that can be used with a closed fist and are all handles no higher than 48 inches? |     |    |     | Door handle to be no more than 48" high |        |
| 4a. If no, will the doors remain open?   |     |    |     | N/A                                     |        |
| 5. Hallways and corridors in the path of travel?   |     |    |     | 44" wide min                            |        |
| 6. Is there an adequate maneuvering clearance for a wheelchair on each side of the doorway?  |     |    |     | 60" on the pull side<br>48" on the push |        |

Laundry facilities available for shelter use? # of Washers \_\_\_\_\_ # of Dryers \_\_\_\_\_

*Utilities*

Generators? If generators are portable, list type and location: \_\_\_\_\_

Generator fuel type: \_\_\_\_\_ Fuel capacity: \_\_\_\_\_ Kilowatt capacity: \_\_\_\_\_

What does the generator power? \_\_\_\_\_ Operating time: \_\_\_\_\_ hours at rated capacity.

| Usage    | Utility Provider | Energy Source                         |                                      |                                  |                               |
|----------|------------------|---------------------------------------|--------------------------------------|----------------------------------|-------------------------------|
| Heating  |                  | <input type="checkbox"/> Electric Oil | <input type="checkbox"/> Natural Gas | <input type="checkbox"/> Propane | <input type="checkbox"/> Fuel |
| Cooling  |                  | <input type="checkbox"/> Electric Oil | <input type="checkbox"/> Natural Gas | <input type="checkbox"/> Propane | <input type="checkbox"/> Fuel |
| Cooking  |                  | <input type="checkbox"/> Electric Oil | <input type="checkbox"/> Natural Gas | <input type="checkbox"/> Propane | <input type="checkbox"/> Fuel |
| Usage    | Yes/No           | Description                           |                                      |                                  |                               |
| Lighting |                  |                                       |                                      |                                  |                               |
| Water    |                  |                                       |                                      |                                  |                               |

# Multiagency Pandemic Sheltering Job Aid

Comments:

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## Communications

| Item                    | Location | How Many | Phone Number |
|-------------------------|----------|----------|--------------|
| Office Phone            |          |          |              |
| Pay Phone               |          |          |              |
| TTY Phone               |          |          |              |
| Fax                     |          |          |              |
| Network/Internet Access |          |          |              |
| PA System               |          |          |              |
| Audio Visual Equipment  |          |          |              |

Comments:

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## Safety/Security

- Facility grounds are securable (gates, fences)     Full-time emergency vehicle access (*police, fire, ambulance*)
- Building areas are securable (gates, fences)     Buildings have keycard or other access method
- Security Alarm System    if checked,  Automatically alerts Police
- Fire Alarm    if checked,  Manual (pull station)     Automatic     Automatically alerts Fire Department
- Sprinkler system     Fire Extinguishers on site
- Alarm Systems are regularly maintained and tested     Alarm systems are easily used by facility staff

Comments:

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## *Pandemic Congregate Shelter Supply List*

### *Source (s):*

American Red Cross (ARC)

### *Tool Description:*

The following table provides a checklist of supplies pertaining to facility management and operations within the shelter. The table contains the item name, unit, quantity needed at the onset of shelter operation, and a checkbox for planners and the Dormitory Management Supervisor to check that all necessary supplies are on hand.

### *Instructions:*

This tool can be used for planning purposes as well as inventory management during shelter operations. The unit and quantity columns should be filled in as part of the planning process based on the capacity of the shelter. Additional items should be added as necessary throughout the planning process to meet the needs of the shelter. Certain line items such as heaters, fans, generators, should be expanded as necessary by each jurisdiction based on the number and types of persons they expect to receive at the shelter.

**Note:** This list may not contain all general items that may be part of the general shelter resource cache.

### *Pandemic Materials*

| Description  | Total for 50-person Shelter for 3 days |
|--|--|
| <b>Pandemic Items</b>  |  |
| Face Masks (All Responders and Clients)                        | 180 Each                               |
| N-95 Masks (DHS Workers & Health Screeners)                    | 18 Each                                |
| Non-Latex Gloves Pairs (DHS Workers & Health Screeners)        | 546 Pairs                              |
| Impervious Gowns or Coveralls (DHS Workers & Health Screeners) | 78 Each                                |
| Goggles or Face Shields (DHS Workers & Health Screeners)       | 6 Each                                 |
| Thermometers (All Responders & Clients)                        | 60 Each                                |
| Brown Paper Bags (All Responders & Clients)                    | 120 Each                               |
| <b>Disability Integration Housing Items</b>                    |  |
| Wheelchair - Size XL   | 1 Each                                 |
| Video Relay Phone on Dedicated DST Laptop                      | 1 Each                                 |
| Sensory Kit  | 1 Kit                                  |
| Privacy Walls for Isolation Area                               | 6 Each                                 |
| Shower Chair with Handrails                                    | TBD Each                               |
| Wheelchair - All Other Sizes                                   | TBD Each                               |
| Walker - Universal   | TBD Each                               |
| Cane - Adjustable  | TBD Each                               |
| <b>Disaster Health Services (DHS) Items</b>                    |  |
| DHS Nurses Kit   | 2 Kits                                 |
| Narcan Dose Pack   | 1 Pack                                 |
| Tissues – Pocket-Size Packs                                    | 74 Pack                                |
| Disposable Stethoscope   | 2 Each                                 |
| Disposable Blood Pressure Cuff                                 | 10 Each                                |
| Glucose Monitor  | 2 Each                                 |
| Glucose Strips   | 50 Each                                |
| Pulse Oximeters  | 2 Each                                 |



Multiagency Pandemic Sheltering Job Aid

| Description   | Total for 50-person Shelter for 3 days |
|---|--|
| Alcohol Wipes   | 200 Each                               |
| <b>Shelter Cleaning Items</b>                         |  |
| Paper Towels  | 24 Rolls                               |
| Disinfectant Spray Cleaner                            | 8 Bottles                              |
| Kitty Litter (for spills)                             | 1 Container                            |
| Broom - Standard Push                                 | TBD Each                               |
| Dustpan   | TBD Each                               |
| Bleach  | 1-Gallon Bottle                        |
| Spray Bottle for Bleach Solution                      | 3 Bottles                              |
| Trash Cans (2 in Screening, 4 in ICA, 4 in Dormitory) | 10 Each                                |
| Trash Bags  | 112 Bags                               |
| Medical Waste Containers                              | 2 Containers                           |
| Biohazard Waste Disposable Bags                       | 140 Bags                               |
| Disinfectant Cleaning Wipes (e.g. Clorox Wipes)       | 9 Cannisters                           |
| <b>Disaster Services Technology Items</b>             |  |
| Cell Phones with MiFi or Hot Spot                     | 2 Each                                 |
| Laptop  | 2 Each                                 |
| Electric Cord - Heavy Duty                            | 1 Each                                 |
| Power Strips / Surge Protectors                       | 3 Each                                 |
| Internet Connectivity                                 | 1 Each                                 |
| Phone Chargers - Assorted Set                         | 1 Each                                 |
| Printer / Copier / Scanner                            | 1 Each                                 |

### 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: \_\_\_\_\_

## *Finance and Reimbursement*

### Reimbursement

The tracking and monitoring of potentially eligible expenses are critical, so when and if funding becomes available, the applicant is in a position to maximize reimbursement and other forms of assistance as part of the recovery process. Jurisdictions also need to consider if they will be seeking reimbursement of costs through long term care facilities and if Medicare/Medicaid will be sought for reimbursement for services provided.

Federal funds may not be available until a disaster is federally declared by the president. Though the Federal Emergency Management Agency (FEMA) has traditionally focused on property losses due to a disaster, in the past, temporary but substantial population displacement has resulted in funds being appropriated for the payment of some services.

### Cost Accounting

Accounting for the costs associated with the operation of a shelter may occur away from the shelter site and should be coordinated with the local jurisdiction. The cost accounting system utilized must separate all disaster-related costs from other activities and capture the information necessary to justify disaster-related costs. The accounting system should identify and document separate costs in each of the following categories.

|   |   |
|---|---|
| Labor Cost  | <ul style="list-style-type: none"> <li>• Force account labor hours by individual, rates of pay, duty assignment and work locations. The FEMA uses the term “force account” to refer to local government personnel and equipment</li> <li>• Temporary hires by individual, hours of work, rates of pay<br/>Breakdown of fringe benefits for regular employees and emergency hires, both regular and overtime rates.</li> </ul>   |
| Equipment and Contract Cost                                       | <ul style="list-style-type: none"> <li>• Equipment used for eligible disaster recovery work, hours of use, applicable equipment rates charged (local rates or government cost code), location of work and name of employee operator</li> <li>• Services contracted for and/or purchased for use on eligible work, location of work purchase orders, costs and invoices to support the costs</li> <li>• Listing of equipment damaged and cost to repair or replace.</li> </ul>   |
| Other Supporting Records  | <ul style="list-style-type: none"> <li>• Labor policies in effect at the time of disaster</li> <li>• Insurance adjustments, settlements, and other documents and records related to project worksheets</li> <li>• Volunteer labor and equipment records to include, for each volunteer, a record of hours, location, description of work performed, and equivalent information for equipment and materials. It is also recommended that each volunteer’s time (in and out) be recorded as a means to capture the total hours worked per day.</li> <li>• Photographs of work sites before and after, labeled with location and date</li> <li>• Mutual aid and assistance agreements in effect</li> <li>• All other documents or costs associated with the disaster.</li> </ul> |
| Accounting records must be supported by such source documentation | <ul style="list-style-type: none"> <li>• Cancelled checks, copies of paid bills, payroll sheets, time and attendance records, etc.</li> </ul>   |

## Multiagency Pandemic Sheltering Job Aid

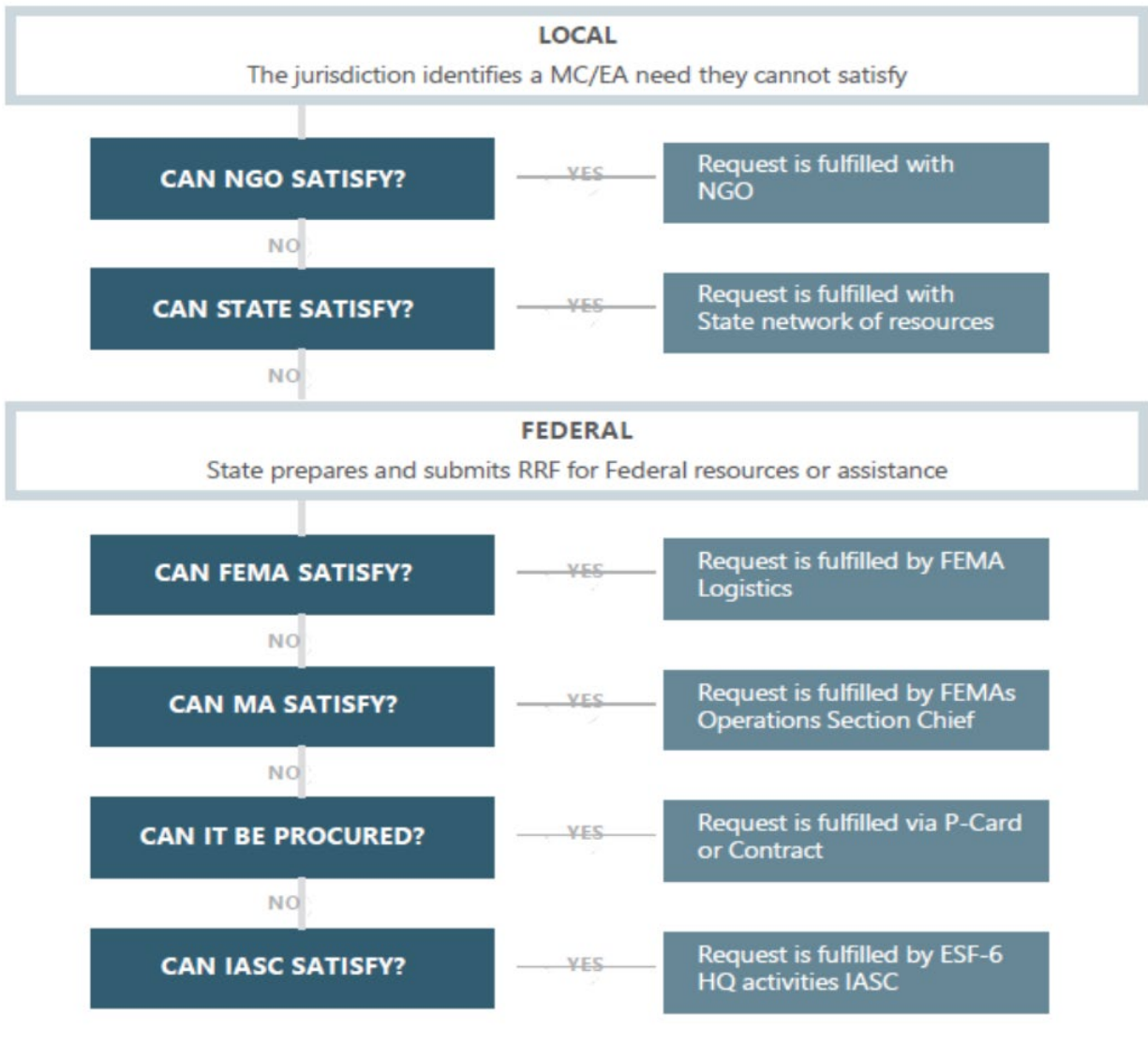
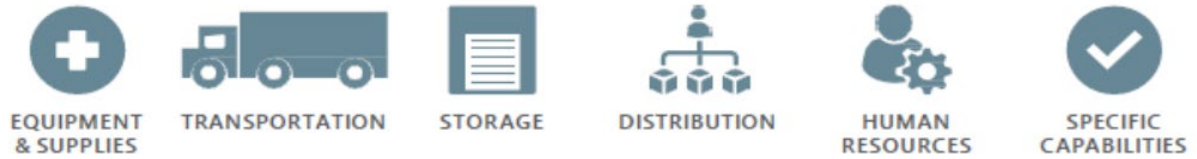
Review FEMA Public Assistance (PA) policy to ensure items that will be submitted for reimbursement are aligned with appropriate terms and application process

[https://files.nc.gov/ncdps/documents/files/FEMA-Public-Assistance-Non-COVID-19-NCS-Policy-6172020.FINAL\\_.pdf](https://files.nc.gov/ncdps/documents/files/FEMA-Public-Assistance-Non-COVID-19-NCS-Policy-6172020.FINAL_.pdf)

# Appendices

## Appendix A: Resource Request

### MASS CARE/EA RESOURCE REQUEST PROCESS





## MASS CARE/EA RESOURCE REQUEST PROCESS

### Can FEMA LOGISTICS SATISFY the acquisition request with available resources? Can FEMA Logistics satisfy a storage, transportation, or distribution request?

- FEMA Logistics may fulfill the request through a variety of resourcing methods, to include existing or new contracts.
- If FEMA Logistics acquires the needed resource (for example, cots, blankets, linen), staff must have a plan for the storage and distribution of the items. An NGO may be identified by the State to store and distribute, and the MC/EA staff would coordinate the hand-off between FEMA Logistics and the NGO partner.



IF FEMA LOGISTICS CANNOT FULFILL THE REQUEST, THEN THE FOLLOWING QUESTIONS ARE DETERMINED BY FEMA:

### Can a MISSION ASSIGNMENT (MA) SATISFY the acquisition request? Can an MA satisfy a storage, transportation, or distribution request?

- An MA is the method by

which FEMA can task another Federal agency to fulfill the request. The mass care staff will work with other FEMA elements to identify the Federal agency that may be able to fulfill the MA.

» For an example, to fulfill the State's need for cots and blankets, the U.S. Forest Service could be mission assigned, in which case they may be able to provide for transportation, storage and distribution. If not, another agency or organization could be mission assigned for these purposes.

IF A MA CANNOT SATISFY THE ACQUISITION REQUEST, FEMA THEN DETERMINES:

### Can the FEMA Joint Field Office (JFO) or Regional staff procure the requested resource through local funding vehicles?

Can one of these methods satisfy a storage, transportation, or distribution request? This could be through use of a P-card and/or a contract.

IF NONE OF THE ABOVE RESOURCES CAN SATISFY THE REQUEST, THEN FEMA DETERMINES:

### Can a FEMA INDIVIDUAL ASSISTANCE SUPPORT CONTRACT (IASC) SATISFY the request?

IASC are contracts developed by FEMA to support Mass Care/Emergency Assistance identified shortfalls. If a decision is made to use the contract, then the contract is activated by FEMA Headquarters.





## Appendix B: Wraparound Services and Resources

| Wraparound Services and Resources   | Non-Congregate (NCS) | Hotel/Motel (NCS) | Congregate | Shelter-in-Place |
|---|----------------------|-------------------|------------|------------------|
| <b>Feeding:</b>   |                      |                   |            |                  |
| Develop feeding strategies for survivors sheltering in place and those located in non-congregate shelters in accordance with CDC guidance and social distancing requirements  |                      |                   |            |                  |
| Has the Jurisdiction’s feeding plan been updated to include protective measures for all mass care personnel and survivors?  | X                    | X                 | X          | X                |
| Are there sufficient material and human resources to meet feeding requirements within a pandemic environment?   | X                    | X                 | X          | X                |
| Have agreements with NGO or contracted caterers for rooms service type of delivery been put in place?   | X                    | X                 | X          |                  |
| Have all dietary restrictive measures been applied to feeding operation?  | X                    | X                 | X          | X                |
| Do meals include age appropriate dietary requirements such as infant formula and/or nutritional (protein drinks) for older adults. Culturally appropriate meals to be planned for as well?  | X                    | X                 | X          | X                |
| Make necessary menus and adjustments to ensure all dietary needs are met by meal providers  | X                    | X                 | X          | X                |
| Arrange with facility to deliver hot meal options door to door<br>Coordinate with hotels that have onsite restaurants. Some hotels may not allow outside food to be delivered due to having restaurants in the facility. Local jurisdiction should work with facilities to make sure feeding is provided by either the facility such as hotel/motel or that delivery is allowed.  | X                    | X                 |            | X                |
| Other Resources for feeding:<br><ul style="list-style-type: none"> <li>• Depending on the condition of the Mass Care infrastructure (Utilities), some feeding options may/may not be feasible. <ul style="list-style-type: none"> <li>○ Shelf stable Meals</li> <li>○ NGO Partners (e.g. Red Cross, Salvation Army)</li> <li>○ Neighborhood/Hotel Restaurants and Caterers</li> <li>○ Local Food Pantries/Soup Kitchens</li> <li>○ Culinary Schools</li> <li>○ Houses of Worship</li> <li>○ Meals on Wheels</li> <li>○ Food Delivery Services: (e.g. Grub Hub, Door Dash, Pea Pod, Uber Eats, Instacart)</li> <li>○ Food Boxes</li> </ul> </li> </ul> |                      |                   |            |                  |

Multiagency Pandemic Sheltering Job Aid

| Wraparound Services and Resources  | Non-Congregate (NCS) | Hotel/Motel (NCS) | Congregate | Shelter-in-Place |
|--|----------------------|-------------------|------------|------------------|
| <p><b>Showers/Restroom Facilities:</b> Portable showers and port-o-poddies (to include ADA compliant) may be needed depending on capacity and capability of facility. Requires sanitizing before and after each individual use.</p> <ul style="list-style-type: none"> <li>• Does the facility have sufficient and accessible toilets, sinks and showers?</li> <li>• Do populations sheltering in place have running water and other appropriate sanitation?</li> <li>• Do non-congregate facilities have on site - Daily specialized sanitary cleaning?</li> </ul>  | X                    | X                 | X          | X                |
| <p><b>Laundry:</b> Once per week Laundry service. Note: implement medical facility protocols for laundry, to include bedding and separate/individualized laundry for shelter residents.</p> <ul style="list-style-type: none"> <li>• Does Facility have on sight laundry services or equipment?</li> <li>• Is an agreement in place with a contracted NGO or contracted Laundry Service?</li> <li>• (Initiate mobile laundry contract or laundry service pickup and delivery)</li> <li>• Coordinate with facility owner/managers to confirm if residents have access to laundry facility or services?</li> </ul>   | X                    | X                 | X          |                  |
| <p><b>Health Services Support:</b> Basic Health and First Aid support</p> <ul style="list-style-type: none"> <li>• Health Care Screening before entering the shelter.</li> <li>• Is there adequate equipment for screening?</li> <li>• Will a local Medical provider or Red Cross Health Services be able to provide on-site or telehealth to residents? Arrange for weekly health check in?</li> <li>• Initiate shelter support health care agreement with local public health or Red Cross virtual health services team?</li> <li>• Will a local Public Health rep or Red Cross Health Services be available to refill or call in needed prescriptions?</li> </ul> | X                    | X                 | X          | X                |
| <p><b>Comfort Items-</b> (Includes personal care and hygiene items i.e. soap, toothbrushes, face cloths, and other misc. supplies)</p> <ul style="list-style-type: none"> <li>• Does the facility have adequate shelter supplies and hygiene and comfort kits?</li> </ul>  | X                    |                   | X          | X                |

Multiagency Pandemic Sheltering Job Aid

| Wraparound Services and Resources  | Non-Congregate (NCS) | Hotel/Motel (NCS) | Congregate | Shelter-in-Place |
|--|----------------------|-------------------|------------|------------------|
| <p><b>Support to Unaccompanied Minors-</b></p> <ul style="list-style-type: none"> <li>• Have All measures been taken to ensure safety and support to unaccompanied minors?</li> <li>• Are All services for children and young adults available to age dependent minors?</li> <li>• <i>Partners:</i> Law Enforcement/Public Safety, Human Services, Child Welfare, Support from the National, Center for Missing &amp; Exploited Children (NCMEC), Support of NGOs who provide resources for children/youth/families local authorized childcare provider utilizing a formal agreement meeting Red Cross or State childcare standards</li> <li>• Refer to SLTT Reunification guidance. Refer to ARC Sheltering and reunification Guidance.</li> <li>• Unaccompanied Minors Registry: <a href="#">UMR Registry</a></li> </ul> | X                    | X                 | X          |                  |
| <p><b>Service Animal Support:</b></p> <ul style="list-style-type: none"> <li>• Does the service animal have sufficient food and water and medical care if needed?</li> <li>• Do the companion pets have adequate food and water?</li> <li>• Ensure pet owners have access to food and water in their rooms or in the co-located facility. Solicit a donation or procure needed food.</li> <li>• Request local provider if formal agreement has been established.</li> </ul>  | X                    | X                 | X          | X                |
| <p><b>Child Care (licensed):</b> The SLTTs can establish licensed childcare within a congregate shelter.</p> <ul style="list-style-type: none"> <li>• Coordinate with respective OEM to ensure that applicable guidelines are followed. The state/territory/tribe can establish licensed childcare within a congregate shelter or stand-alone facility. State/territory/tribe should coordinate with their respective emergency manager to ensure that they are following the applicable guidelines which can be found in * FEMA’s Public Assistance Policy and Program Guidance (PAPPG). Child Care page 124</li> </ul>   | X                    |                   | X          |                  |

Multiagency Pandemic Sheltering Job Aid

| Wraparound Services and Resources  | Non-Congregate (NCS) | Hotel/Motel (NCS) | Congregate | Shelter-in-Place |
|--|----------------------|-------------------|------------|------------------|
| <p><b>Temporary respite care or child friendly space:</b> This resource allows children to play, learn and participate in recreational activities in a safe and protected environment.</p> <p><b>Partners/Options:</b> NGO that specializes in Childcare or Child welfare. (i.e. Save the Children, Southern Baptists, Church of the Brethren, Children’s Disaster Services) Local Dept. of Children Services</p>  |                      | X                 |            | X                |
| <p><b>Transportation:</b> Transportation (in accordance with CDC guidelines) will be required to move residents from current location to shelter or designated facility.</p> <ul style="list-style-type: none"> <li>• Transportation back to original location will also need to be considered.</li> <li>• Have Shelter Residents been transported to the facility by transportation means other than their personal vehicle?</li> <li>• Do shelter residents have personal vehicle or available transportation means? Sufficient parking available at facility?</li> </ul> <p><b>Partners/Options:</b> Contract with local transportation service. Ensure accessible vehicles are available. SLTT Human Services, Access-a-Ride or other accessible transportation providers. Consider MA to DOT for transport services for displaced survivors</p> | X                    | X                 | X          |                  |
| <p><b>Security:</b> Security is both the physical presence of personnel and actions taken before and during operations considered on a continuous basis. The primary goal is to ensure the safety of staff and survivors.</p> <ul style="list-style-type: none"> <li>• Facility should have sufficient 24-hour security. Qty based on population size.</li> <li>• Does facility have on site security? Continue on- site security for 24 hours per day.</li> </ul> <p><b>Partners/Options:</b> Contract under guidance of ESF13<br/>Planners should engage local law enforcement agencies in planning for shelter security.</p>  | X                    | X                 | X          |                  |
| <p><b>Mental Health services:</b> Mental Health and Spiritual Care support - include internet access in rooms when seeking properties to participate.</p> <ul style="list-style-type: none"> <li>• Encourage virtual participation</li> <li>• Is there a mental health resource available to residents including NGO spiritual care volunteers?</li> <li>• Options: Public Health, Contracted provider, Red Cross Health Services, Other NGO Emotional and Spiritual Care, If there is an IA Declaration include SLTT resources from Crisis Counseling Grant recipients</li> </ul>   | X                    | X                 | X          | X                |

## Appendix C: Sample Memorandum of Understanding (MOU)

*(Important: Jurisdictions and Agencies are encouraged to seek legal counsel when developing and entering MOUs)*

WHEREAS, [Partner 1] and [Partner 2] have come together to collaborate and to establish an understanding for [purpose]; and

WHEREAS, the partners listed below have agreed to enter into a collaborative agreement in which [Applicant X] will be the lead agency and named applicant and the other agencies will be partners in this application; and

WHEREAS, the partners herein desire to enter a Memorandum of Understanding setting forth the services to be provided by both agencies

1.) **Description of Partner Agencies** For each member of the collaborative, provide some background on the agency, it's mission and activities

2.) **Purpose:** This section outlines the intent of the agreement and the ways in which both agencies will collaborate work together to achieve common goals

3.) **Roles and Responsibilities** NOW, THEREFORE, it is hereby agreed by and between the partners as follows:

- Clearly state the roles and responsibilities each organization or agency will assume to ensure the success of the proposed mission.
- Describe the resources each partner will contribute to the mission, either through time, in-kind contribution or with the use of funds, facility space, volunteers, staff, training, etc.
- Identify points of contact from each agency who will be responsible for implementing and coordinating mission activities and describe how they will work together.

4.) Points of Contact

5.) Effective Date: The terms of this Agreement will become effective upon the signature of both parties

6.) MODIFICATION

This Agreement may be modified upon the mutual, written consent of the parties.

TERMINATION Describes agreed upon conditions of the agreement that allows/or sets cause for termination. (i.e. Either party upon 60 days written notice to the other party may terminate this Agreement)

We, the undersigned have read and agree with this MOU. Further, we have reviewed the proposed project and approve it.

|  |  |
|--|--|
| By _____<br>Director, <b>Applicant X</b><br>Date _____ | By _____<br>Director, <b>Partner 1</b><br>Date _____ |
| By _____<br>Director, <b>Partner 2</b><br>Date _____   |  |

## Appendix D: Additional Resources

| <b>ADDITIONAL RESOURCES</b>  |  |
|--|--|
| American Association of Poison Control Centers Hotline                     | <ul style="list-style-type: none"> <li>• 1-800-222-1222</li> <li>• <a href="http://www.poison.org">www.poison.org</a></li> </ul>   |
| American Red Cross (ARC)   | <ul style="list-style-type: none"> <li>• <a href="http://www.redcross.org/about-us/news-and-events/news/2020/coronavirus-safety-and-readiness-tips-for-you.html">www.redcross.org/about-us/news-and-events/news/2020/coronavirus-safety-and-readiness-tips-for-you.html</a></li> <li>• SEVERAL RESOURCES ARE IN BOTH ENGLISH AND SPANISH. People affected by disaster and/or evacuating can register their status as “safe and well.” Worried loved ones can then search for these posted messages. This site is available 24/7. Supported registration is also available via the Red Cross disaster services call center at 800-RED-CROSS (800-733- 2767) or (866) 438- 4636</li> <li>• <a href="http://www.redcross.org/safeandwell">www.redcross.org/safeandwell</a></li> <li>• Available in Spanish at <a href="http://www.sanoysalvo.org">www.sanoysalvo.org</a> .</li> </ul>   |
| Americans with Disabilities Act (ADA)                                      | <ul style="list-style-type: none"> <li>• Chapter 7 Addendum 2: The ADA and Emergency Shelters: Access for All in Emergencies and Disasters <a href="http://www.ada.gov/pca toolkit/chap7shelterprog.pdf">www.ada.gov/pca toolkit/chap7shelterprog.pdf</a></li> </ul>   |
| American Society for the Prevention of Cruelty to Animals (ASPCA)          | <ul style="list-style-type: none"> <li>• American Society for the Prevention of Cruelty to Animals (ASPCA)<br/>424 E. 92nd St<br/>New York, NY 10128-6804</li> <li>• (212) 876-7700, Monday-Friday, 9:00 A.M. to 5:00 P.M. ET</li> <li>• <a href="http://www.asPCA.org">www.asPCA.org</a></li> </ul>   |
| Association For Professionals in Infection Control and Epidemiology (APIC) | <ul style="list-style-type: none"> <li>• <a href="http://www.apic.org/Resource_/TinyMceFileManager/Practice_Guidance/Emergency_Preparedness/Shelters_Disasters.pdf">www.apic.org/Resource_/TinyMceFileManager/Practice_Guidance/Emergency_Preparedness/Shelters_Disasters.pdf</a></li> </ul>   |
| Centers For Disease Control and Prevention (CDC)                           | <ul style="list-style-type: none"> <li>• <a href="http://www.cdc.gov">www.cdc.gov</a></li> <li>• 1-800-232-4636</li> <li>• CDC Activities and Initiatives Supporting the COVID-19 Response and the President’s Plan for Opening America Up Again<br/><a href="https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/CDC-Activities-Initiatives-for-COVID-19-Response.pdf#page=53">https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/CDC-Activities-Initiatives-for-COVID-19-Response.pdf#page=53</a></li> <li>• <a href="http://www.cdc.gov/coronavirus/2019-ncov/index.html">www.cdc.gov/coronavirus/2019-ncov/index.html</a></li> <li>• Hand Hygiene <a href="http://www.cdc.gov/handhygiene/index.html">www.cdc.gov/handhygiene/index.html</a></li> <li>• <a href="http://emergency.cdc.gov/disasters/evacccenters.asp">http://emergency.cdc.gov/disasters/evacccenters.asp</a></li> <li>• CDC Webpage regarding Legal Authorities for Isolation and Quarantine <a href="http://www.cdc.gov/quarantine/aboutlawsregulationsquarantineisolation.html">www.cdc.gov/quarantine/aboutlawsregulationsquarantineisolation.html</a></li> <li>• CDC Fact Sheet: Quarantine Stations <a href="http://www.hsdl.org/?abstract&amp;did=11748">www.hsdl.org/?abstract&amp;did=11748</a></li> </ul> |
| Environment Protection Agency (EPA)  | <ul style="list-style-type: none"> <li>• Created for the purpose of protecting human health and the environment by writing and enforcing regulations based on laws passed by Congress<br/><a href="http://www.epa.gov">www.epa.gov</a></li> </ul>  |

| <b>ADDITIONAL RESOURCES</b>                                  |  |
|--|--|
| Federal Emergency Management Agency (FEMA)                   | <ul style="list-style-type: none"> <li>• <a href="http://www.ready.gov/pandemic">www.ready.gov/pandemic</a></li> <li>• FEMA Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters. November 2010<br/><a href="http://www.fema.gov/pdf/about/odc/fnss_guidance.pdf">www.fema.gov/pdf/about/odc/fnss_guidance.pdf</a></li> <li>• COVID-19 Pandemic Operational Guidance for the 2020 Hurricane Season<br/><a href="https://www.fema.gov/media-library/assets/documents/188203">https://www.fema.gov/media-library/assets/documents/188203</a></li> <li>• The National Response Framework (NRF) Resource Center provides ready access to information and tools needed for all response partners to fulfill their roles under the Framework <a href="http://www.ready.gov/sites/default/files/2019-06/national_response_framework.pdf">www.ready.gov/sites/default/files/2019-06/national_response_framework.pdf</a></li> </ul> |
| General Services Administration (GSA)                        | <ul style="list-style-type: none"> <li>• GSA serves a breadth of government needs, assists a range of businesses, and provides citizens and consumers with a wealth of information and services <a href="http://www.gsa.gov">www.gsa.gov</a></li> <li>• State, local, regional and tribal governments, including instrumentalities may access GSA Multiple Award Schedule (MAS) (also known as Federal Supply Schedules) for purchase of need supplies and services under the following programs: Cooperative Purchasing, Disaster Purchasing, Public Health Emergency purchasing and the 1122 program. Information on each of these programs, including resources to support COVID-19 purchasing under MAS, can be found at <a href="http://www.gsa.gov/buying-selling/purchasing-programs/gsa-schedules/schedule-buyers/state-and-local-governments">www.gsa.gov/buying-selling/purchasing-programs/gsa-schedules/schedule-buyers/state-and-local-governments</a></li> </ul> |
| National Center for Missing and Exploited Children (NCMEC)   | <ul style="list-style-type: none"> <li>• National Center for Missing &amp; Exploited Children®<br/>333 John Carlyle Street<br/>Suite #125<br/>Alexandria, Virginia 22314-5950</li> <li>• 24-hour call center: 1-800-THE-LOST (1-800-843-5678)<br/>Phone: 703-224-2150<br/>Fax: 703-224-2122</li> <li>• To report child sexual exploitation, use our CyberTipline®. To report information about a missing child call 1-800-THE-LOST (1-800-843-5678)</li> </ul>   |
| National Restaurant Association                              | <ul style="list-style-type: none"> <li>• Guidance documents for survivors, businesses, and communities involved with the restaurant business <a href="http://www.restaurant.org/Manage-My-Restaurant/Business-Operations/preparedness/Covid19">www.restaurant.org/Manage-My-Restaurant/Business-Operations/preparedness/Covid19</a></li> </ul>   |
| National Voluntary Organizations Active in Disasters (NVOAD) | <ul style="list-style-type: none"> <li>• Provides a list of national VOAD members and links to their websites <a href="http://www.nvoad.org">www.nvoad.org</a></li> </ul>  |
| Occupational Health and Safety Office (OSHA)                 | <ul style="list-style-type: none"> <li>• Provides employers with worker safety and health guidance to reduce the impact of COVID-19 outbreak conditions on its workers, customers, and the public. <a href="http://www.osha.gov/coronavirus">www.osha.gov/coronavirus</a></li> </ul>   |
| The Humane Society (HSUS)                                    | <ul style="list-style-type: none"> <li>• The Humane Society of the United States<br/>1255 23rd Street NW, Suite 450<br/>Washington, DC 20037</li> <li>• 202-452-1100 or 866-720-2676<br/>Monday through Friday 8 a.m. to 11 p.m.</li> <li>• <a href="http://www.humanesociety.org">www.humanesociety.org</a></li> </ul>  |

| <b>ADDITIONAL RESOURCES</b>                                     |   |   |  |
|---|---|---|--|
| U.S. Department Of Agriculture (USDA)                           | <ul style="list-style-type: none"> <li>Guidance for COVID-19 <a href="http://www.usda.gov/coronavirus">www.usda.gov/coronavirus</a></li> <li>Customer Service Line 1-202-720-2791 M-F 9am-5:30pm ET</li> <li>Email questions to: <a href="mailto:askusda@usda.gov">askusda@usda.gov</a></li> </ul>  |   |  |
| World Health Organization (WHO)                                 | <ul style="list-style-type: none"> <li>Guidance documents for survivors, communities, prevention and mitigation in low resources communities, ethical considerations in developing a public health response, and management in air transportation<br/><a href="http://www.who.int/emergencies/diseases/novel-coronavirus-2019">www.who.int/emergencies/diseases/novel-coronavirus-2019</a></li> </ul> |   |  |
| <b>Emergency Veterinary Clinic</b>                              |   | <b>Local Utility Companies (Gas, Water, Power)</b>                |  |
| <b>Feeding America</b>  |   | <b>Other Partners / Important Contacts</b>                        |  |
| <b>Local / Regional Center for Addiction Counseling / Rehab</b> |   | <b>Southern Baptist Disaster Relief</b>                           |  |
| <b>Local Ambulance Service</b>                                  |   | <b>State / Regional High-Water Rescue</b>                         |  |
| <b>Local American Red Cross</b>                                 |   | <b>State / Regional Individual Assistance / Mass Care Contact</b> |  |
| <b>Local Charities</b>  |   | <b>State / Regional Public Assistance Contact</b>                 |  |
| <b>Local Department of Education</b>                            |   | <b>State / Regional Search and Rescue</b>                         |  |
| <b>Local Emergency Management Office</b>                        |   | <b>State EMA Area Coordinator</b>                                 |  |
| <b>Local Fire Departments</b>                                   |   | <b>State Emergency Management Operations Center</b>               |  |
| <b>Local Food Bank</b>  |   | <b>State Floodplain Manager</b>                                   |  |
| <b>Local Health Department</b>                                  |   | <b>State GIS</b>  |  |



| <b>ADDITIONAL RESOURCES</b>    |  |   |  |
|--------------------------------|--|---|--|
| <b>Local Hospital</b>          |  | <b>State Health Department</b>                |  |
| <b>Local Human Services</b>    |  | <b>State Human Services</b>                   |  |
| <b>Local Law Enforcement</b>   |  | <b>State National Guard Operations Center</b> |  |
| <b>Local Salvation Army</b>    |  | <b>United Methodist Disaster Relief</b>       |  |
| <b>Local Search and Rescue</b> |  |   |  |

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