Gloucester and Middlesex Counties Regional Interim Shelter Plan

April 2016

Draft

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Approval and Implementation

The below listed local emergency management offices have affirmed this regional Plan for the coordination and management of an Interim Emergency Shelter for use within the region (i.e. Gloucester and Middlesex Counties) within the Middle Peninsula.

The affirmation of the Gloucester and Middlesex Counties Regional Interim Shelter Plan, from this point forward referred to as the “Plan”, does not remove or override the locality’s authority operational control and oversight, or responsibility for emergency management activities within its jurisdiction. The Plan is applicable to any large local and/or regional event or incident in the Middle Peninsula requiring significant resources or coordination of resources to manage the event or incident in order to provide adequate interim shelter in the event of a disaster.

**Participating Agencies**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Creig Moore**

**Emergency Manager Date**

**Gloucester County**

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**Mark Nugent**

**Emergency Manager Date**

**Middlesex County**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Jim Flynn Date**

**American Red Cross**

Privacy

This document is unclassified but sensitive in nature. The disclosure of information in this document could compromise the security of essential services and systems of the Counties, the stakeholder agencies and/or the Commonwealth of Virginia or otherwise impact regional ability to carry out essential emergency responsibilities. Distribution of the Gloucester and Middlesex Counties Regional Interim Shelter Plan in its entirety is limited to those stakeholders who need to know the information to successfully activate and implement the plan.

Any decision to disclose information outside of those stakeholders who need to know the information, or to withhold information in this plan from a non-Gloucester or Middlesex County, VA requester, must be coordinated with the Emergency Managers of Gloucester and Middlesex Counties.

Record of Changes

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| --- | --- | --- | --- | --- |
| Change Number | Date of Change | Page or Section Changed | Summary of Change | Name/Title of Person Authorizing Change |
| *Example* | *01/01/2044* | *Pg. 4, Authorities* | *Included new statute applicable to interim shelters* | *John Smith, Planner, XXX County* |
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Record of Distribution

Each signatory to this Plan has been provided one paper and one electronic copy of the Plan. It is the responsibility of each local emergency manager to distribute the Plan and to maintain version control within his or her respective jurisdictions. With the approval of each update, each locality will be provided an updated electronic copy.

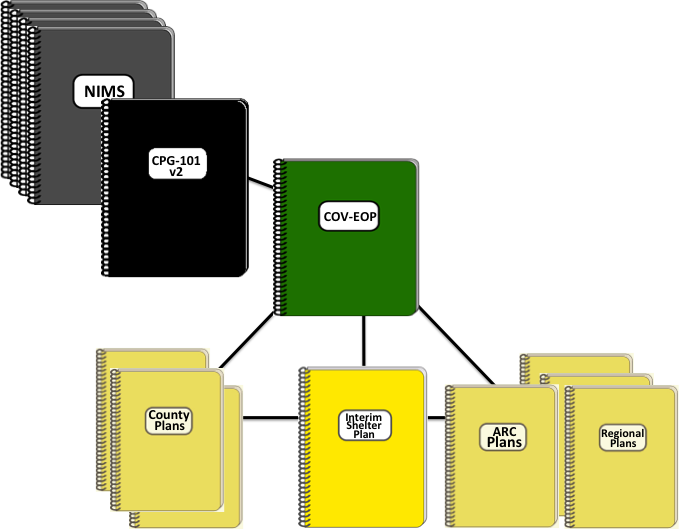
Introduction

Purpose

The purpose of this document is to provide the counties of Gloucester and Middlesex with a plan for regional interim sheltering so that they can provide the essential services associated with emergency sheltering operations from the time period between the demobilization of traditional emergency shelters and the arrival of assets/organizations providing long-term housing solutions. The objectives of this plan include:

* Meet the public health and safety jurisdictional roles for providing safe shelter for displaced people in the region.
* Clearly outline the responsibilities of all participating entities.
* Ensure the ability of participating entities to address the public health, medical, behavioral health and interim sheltering needs of the region.
* Provide a tool for participating entities to use, review and revise as needed to provide essential interim shelter services in the event of a disaster.

Scope and Application

This Regional Interim Shelter Plan is part of a comprehensive set of plans that detail scalable emergency response from the local through the national level. This plan is consistent with the National Incident Management System (NIMS) and is compliant with the Americans with Disabilities Act (ADA).

For purposes of this plan “region” and “the region” are defined as Gloucester and Middlesex Counties. This definition is solely an organizing principle for the purpose of identifying users of this plan. It is not intended to imply a regional government or planning organization or oversight from any such organization.

This plan will be used in concert with existing plans, policies and procedures. It does not presume to change or dictate the policies and/or internal operations of any organization.

Definitions

All definitions found in this plan should be understood as intrinsic to this plan.

*Personal Care Assistants:* Personal care assistants or providers help individual’s who need help performing their daily personal care tasks. The daily tasks include one or more of the following: Bathing, Dressing, Toileting, Transferring, Eating/Feeding, Bowel and Bladder control.

*Host County:* The County responsible for overseeing shelter operations from their Emergency Operations Center. This decision will be situation dependent and communicated to all relevant stakeholders.

*Emergency and Short-Term Local Shelters:* This shelter is a local asset and utilizes local resources, personnel and management to run.

*Regional Shelter:* For the purposes of this plan, all readers should understand “regional” means Gloucester and Middlesex Counties; other jurisdictions may be added later at the discretion of Gloucester and Middlesex County. This shelter will be a regional asset and includes Gloucester and Middlesex Counties. It will include and require resources, personnel, and management from stakeholders, including NGO and VOAD agencies, in both counties and the Commonwealth.

*Interim Shelter:*  “Interim” for purposes of this plan means the period of time between emergency sheltering and the arrival and availability of resources to provide long-term housing resources for displaced populations This shelter is not intended for use as a pre-event safe-haven, nor as an asset to be immediately deployed following a disaster. This shelter plan is intended to address the gap that exists between short-term shelter needs (for example, immediately following a tornado or hurricane when power and water may be unavailable in residences for several days) and the arrival of FEMA resources (for example, T+1 week) to provide long-term housing solutions to people who will not be able to return to their former residences.

The Interim Shelter will allow the emergency and short-term sheltering operations to stand down while still providing a safe place for those people who cannot immediately return to residences lacking basic services or safety.

*Regional Interim Shelter:* For purposes of this plan, the “regional interim shelter” should be understood as a construct to serve the people of Gloucester and Middlesex Counties in the event of a catastrophic emergency that exceeds the duration of emergency sheltering operations and provides a shelter construct through such time as long-term sheltering options become available.

Demographics

Planning assumptions and considerations are listed under the following topical headings. The considerations are not presented in any specific order. No presumption of relative importance should be construed from the order in which the assumptions and considerations are presented.

County Demographics

Gloucester and Middlesex Counties have an approximate combined population of 47,596. Over the next five years, the population of the Middle Peninsula as a whole is expected to increase by 6.86%. As more people move into the region, additional regional support structures will be necessary to ensure each locality can effectively shelter their populations.

Gloucester

Gloucester County is the northern most county in the Hampton Roads area, located in the Middle Peninsula and bordering the York River and lower Chesapeake Bay. The County encompasses about 217 square miles of land and is home to over 36,000 people (2013 Census).

The population of Gloucester County is 36,834 people with the following demographics:

* Persons per household: 2.63.
* Percentage of population 65 years or older: 16.8%.
* Percentage of population 18 years and younger: 20.5%.
* Percentage of population with a disability, under 65 years: 8.5%.
* Percentage of population under the poverty level: 9.2%.
* Percentage of those speaking a language other than English at home: 2.8%.

Middlesex

Middlesex County is located on the eastern side of Middle Peninsula region. The 130- square mile County is bounded by the Chesapeake Bay in the east and the Pianktatank River on the southern border.

The population of Middlesex County is 10,762 people with the following demographics:

* Persons per household: 2.39.
* Percentage of population 65 years or older: 28.4%.
* Percentage of population 18 years and younger: 15.6%.
* Percentage of population with a disability, under age 65 years old: 9.4%.
* Percentage of population under the poverty level: 9.4%.
* Percentage of those speaking a language other than English at home: 2.1%.

Planning Considerations and Baseline Assumptions

General

This Regional Interim Shelter Plan is not meant to supplant, replace, or alter any other existing plans. This Plan describes the command, control, coordination and communication constructs necessary for interim shelter oversight and resource management, and includes a concept of operations and a list of roles and responsibilities for regional stakeholders.

The plan may also be used by stakeholder facilities and organizations as a benchmark to review their own mass care sheltering planning considerations, as cross-walked with the stated capabilities and capacities of the Regional Interim Shelter Plan, and as a tool for gap analysis.

This plan is not intended to describe on-site shelter operations. These procedures, including tools and job aids, are provided in detail in the American Red Cross documents, Shelter Management: Disaster Management Participant Handbook (2012), and Sheltering Handbook: Disaster Management (2013).

Threat and Hazard Identification and Risk Assessment

There are a number of vulnerabilities identified in Middle Peninsula Mitigation Plan, Gloucester County Emergency Operations Plan (EOP), Middlesex County EOP, and the Commonwealth of Virginia Emergency Operations Plan (COVEOP) that are relevant to the region. Any one of these hazards could potentially necessitate the activation and operation of emergency and interim sheltering operations as part of the comprehensive emergency response of the stakeholder jurisdictions and agencies. Identified hazards include natural and human caused disasters.

The counties of Gloucester and Middlesex are vulnerable to the following threats and vulnerabilities that may necessitate providing shelter. The very nature of disasters dictates that no threat analysis can capture 100% of all hazards that may potentially affect a given region or population. Because of that, awareness of the most likely hazards is important. Planners should also be able to use this plan as a point of departure to address hazards not listed or currently anticipated.

Weather

* Ice Storms
* Coastal Flooding/Nor’easters
* Coastal/Shoreline Erosion
* Sea Level Rise
* Snow Storms
* High Winds/Windstorms
* Lightning

Natural Disaster

* Hurricanes
* Tornadoes
* Wildfires
* Droughts
* Earthquakes
* Extreme Cold
* Extreme Heat
* Landslides
* Tsunamis

Human-Caused Disaster

* Terrorism
* Human-Error Accident

Threats and hazards are not listed in order of likelihood. Some threats may be vey low probability, but high-impact events and are included to illustrate the spectrum of hazards from “impactful but fairly routine” through “catastrophic in scope, scale, and duration.”

All-Hazards Approach

* This plan is all-hazards in its approach to sheltering planning and sheltering operations.
* Planning considerations unique to certain situations will be addressed in the body of the plan.

General Assumptions

* Each county has a shelter plan for pre-incident and emergency shelters with which the county emergency managers are familiar. These plans will be referenced in this document to prevent redundancy and recreation of systems which are already in place and adequate to meet the needs of this plan.
* Each county has an evacuation plan for pre-emergency evacuation of populations at risk for adverse outcomes from an imminent disaster, and that these plans, when enacted, will help reduce the numbers of people needing to be sheltered post-incident.
* The counties are responsible for providing shelter for people within their capabilities (i.e. staffing, space, resources, etc.) and under the terms of any Memorandum of Understanding (MOUs) in place at the time of the incident. Depending on the extent and nature of the emergency, sheltered populations will require short term, interim and/or long-term lodging, feeding, health care and social services.
* All MOUs need to be vetted through county officials prior to operations.

Key Planning Concepts and Assumptions

* The Regional Interim Shelter will be part of a larger sheltering operation that in turn is part of the stakeholder counties’ comprehensive emergency response operation.
* The Regional Interim Shelter is intended to fill a capability gap between pre-incident safety shelters and/or emergency shelters and the arrival of long-term sheltering assistance assets.
* The activation and operation of the Regional Interim Shelter is intended to flow seamlessly from the pre-incident/emergency sheltering operation.
* Gloucester and Middlesex counties will evaluate the need for regional interim sheltering once their local EOCs are activated.
* At 72 hours, the American Red Cross (ARC) is available to provide shelter operations activities.
* Gloucester and Middlesex counties, their county stakeholder agencies and identified VOAD, private, and faith-based groups will be available to provide operational, resource, and logistical support.
* On-site regional interim shelter management is the responsibility of the ARC Shelter Manager.
* Coordination and control activities in support of the Regional Interim Shelter will be managed collaboratively through the host county’s emergency operations center.
* The Regional Interim Shelter will be an ESF 6 (Mass Care) ADA compliant general use shelter.
  + Medically fragile people should be identified during the pre-incident stage (if applicable) and/or the immediate post-incident emergency shelter phase and evacuated to an appropriate and safe facility or an ESF 8 (Medical Services) medical surge/alternate care site shelter.
  + Shelter users requiring a personal care assistant for their activities of daily living (ADLs) will be accommodated, even if their usual care provider shelters elsewhere.

Roles and Responsibilities

This section defines in broad terms the roles and responsibilities for relevant agencies and stakeholders within the counties and region. Please refer to the plans, Standard Operating Procedures (SOPs) and policies of the individual agencies to determine how they will implement their response activities.

County Governments

Elected Officials

* Implement the Memorandum of Understanding for the Regional Interim Shelter between the Counties and the American Red Cross.
* Issue and/or facilitate requests for emergency declarations at the local, state and Federal level.

County Director(s) of Emergency Services

* After each county Department of Social Services has determined the need for sheltering, decide whether or not a Regional Interim Shelter is necessary and activate the MOU with the American Red Cross. Both Gloucester and Middlesex Counties Department of Social Services will be actively involved in this process.
* Identify and estimate the need for mass care services at a regional interim shelter.
* Request resources from the Commonwealth if local resources are insufficient to support regional interim sheltering needs.

Coordinator of Emergency Services

* Complete regional interim shelter facility walkthrough and initial assessment.
* Identify and request County resources that can be transported to support the regional interim sheltering effort.
* Request assistance from support agencies within the county as appropriate.
* Coordinate the transportation of residents to the Regional Interim Shelter.
* Maintain coordination and communication between the regional interim shelter, EOCs, and support agencies.
* Work with each county’s Public Information Officer (PIO) to ensure consistent public messaging regarding the regional interim shelter.
* Inform the Virginia Emergency Operations Center that a regional interim shelter is opening.

County and Local Government Agencies

* Assist with the decision making regarding opening and transitioning to regional interim shelter operations.

Emergency Support Functions/EOC Organizations

* Provide police, EMS, and other support services at the regional interim shelter to support operations.
* Provide communications equipment to facility operators that connects them to the EOC of both counties.
* Provide additional transportation resources, as requested, to assist in the transportation of shelterees.
* Provide additional affiliated or trained personnel from each county for the regional interim shelter if requested.
* Support shelter operation as requested by the ARC to the extent possible.

Non-Profit, Faith-based, and Volunteer Organizations Active in Disasters (VOADs)

* Assist with providing resources such as facilities, transportation, feeding, etc. to support sheltering needs.
* Provide credentialed volunteers to help staff the regional interim shelters.

Private Sector

* Provide any pre-identified and/or emergency contracted vendor services needed for shelter operations.
* Provide logistical and financial data in a timely manner, to include:
  + Anticipated time of arrival for supplies.
  + Real-time logistics updates.
  + Communicate capability and capacity for resupply.
  + Provide accurate itemized billing statements per contract requirements.
  + Assist post-incident with documentation to allow county governments and the Commonwealth to recover any expenses through FEMA/other federal programs.

Commonwealth of Virginia

* Help identify resources to assist the counties and their regional sheltering needs.

American Red Cross

* Setup Regional Interim Shelter operations post-72 hours.
* Provide needed staffing and necessary resources for maintaining Regional Interim Shelter operations.
* Interface with the local DSS and local emergency management throughout shelter operations to provide situational awareness.
* Assess the impacted population and any medical, access, functional or language needs at the shelter.

Command, Control and Coordination

ARC as Lead Operational Organization

1. On-site shelter operations will be according to the policies, procedures and SOPs of the ARC.

* Shelter operations plans will be made available to the supporting counties and relevant agencies *(see bibliography*).
* Shelter plans for general post emergency shelters and any updates or interim shelter-specific items should be routinely shared, i.e. in advance of any need.
* ARC, county, and Commonwealth shelter plans should be reviewed on a yearly basis.
* Any and all relevant MOUs to provide for ARC shelter operations in the region should be drafted, reviewed and updated at least annually and/or following any activation of this plan.
* Significant changes as a result of routine or post-activation review will be shared with relevant stakeholders.

1. ARC may request resource support through the host jurisdiction’s EOC.

* A command, control, and coordination construct will remain in place throughout the duration of shelter operations as described in the American Red Cross Shelter Management Plan.
* To prevent duplication of effort and to ensure an accurate common operating picture of event response the ARC should provide a person to act as ARC Liaison within the EOC.

Counties as Lead Operational Organization (Contingency Plan)

1. The host jurisdiction will follow their policies and processes outlined in their pre-existing sheltering plans.
2. The host jurisdiction’s Emergency Operations Center will produce Situation Reports (SitReps) and correspond with VDEM.

* ARC SitReps from the shelter will be provided to the host jurisdiction EOC as well as to the ARC internal stakeholders.

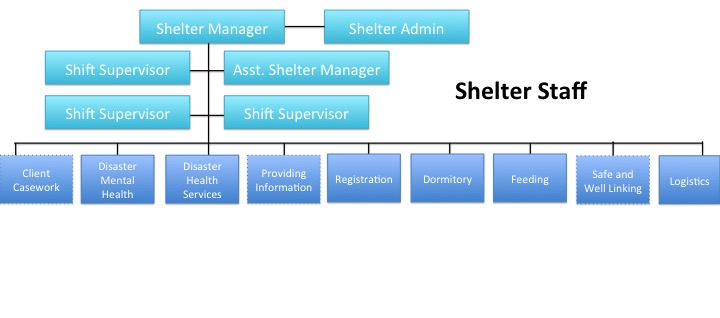
1. The host jurisdiction will provide situational awareness with the other county throughout the duration of regional sheltering operations.

Organizational Structure

The organizational structures of the on-site shelter management should follow ARC guidance. The emergency operations response command structure will be ICS based and compliant with NIMS standards for emergency management and disaster response.

Shelter Operations (on-site)

Onsite shelter organizational structure will be as per ARC’s standing shelter guidance and organizational strategies.



* Organizational structure will include on-site administrative and clinical leadership (if necessary), and a command staff.

For a large operation, all positions may be filled. In a smaller operation, positions in dashed boxes (i.e. Client Casework, Providing Information, and Safe and Well Linking) may not be filled and positions may be combined under the responsibility of a single person (ARC Sheltering Handbook, pg. 1-8). Once established, the ARC Shelter Manager will provide a copy of their organizational chart and their shift staffing chart to the host county EOC.

Resource Coordination (EOC)

If the ARC requests resources for shelter management from the host EOC, specific oversight (to include resource request management) will fall under the host’s jurisdictions emergency management operational construct as per the host’s jurisdiction’s EOP as part of the overall emergency response operation. The host county will coordinate and communicate with the other stakeholder county and with the Virginia Emergency Operations Center (VEOC).

Communications

Communications will be coordinated as per the EOPs and SOPs of the counties and the ARC. This plan will not supplant the normal emergency communications plans of these agencies EXCEPT were adaptations are required to facilitate effective and consistent communications. Any changes to standard communications protocols will be communicated to all stakeholders by the host jurisdiction’s EOC.

Primary Communications (Shelter to EOC)

The primary communications methods between the Regional Interim Shelter and the EOC will be via the host county’s EOC. The ARC will also provide a liaison to the EOC to facilitate communications between the shelter and the EOC.

The primary communications methods between the Regional Interim Shelter and the ARC higher headquarters will be via the ARC’s existing communications plan.

ARC will provide the host county EOC with a communications list for shelter administration staff to include cell-phone, landline, 800 MHz radio channels (if available) and email addresses, to include any changes and updates for each operational period OR they will communicate that there are no changes to the current communications list.

Redundant Communications

Redundant communications methods will be established during set-up of the shelter. Communications capability will be one of the factors assessed when deciding the most suitable location for the shelter. Redundant communications platforms include:

* Radio
* Landline phones
* Cell phones
* HAM radios
* Runners

Internal Communication

Utilize ICS 205A to prepare a list of contact numbers for persons located within the Regional Interim Shelter. This list should include:

* Hand-held radio channel/frequency,
* Facility phone number,
* Cell phone numbers for key personnel,
* Fax number for the facility (although somewhat dated technology, facsimile transmissions can prove useful in an emergency response),
* Any other communication equipment available for internal communication within the shelter.

Administration, staff, residents, and visitors will be informed of the ongoing impact of the incident on the shelter, on external shelter availability and on the community by a PIO-determined message.

The following methods of communication may be utilized by shelter administration and command to communicate with staff:

|  |  |
| --- | --- |
| **Staff IN the Shelter** | **Staff EXTERNAL to the Shelter** |
| Staff Meetings | Email, Phone, Text Messages |
| Shift Change Staff Reports/Briefings | Phone Trees |
| Staff Bulletin Boards | Radio/TV |
| IAP Brief to all Staff | Website |

External Communication and Public Messaging

External communication includes the community and the news media. Public information will follow the guidelines in the host county’s Public Affairs Plan in their EOP. All messaging during interim sheltering will be coordinated between the counties and the ARC. 2-1-1 may also be used to field public questions.

External communication (for example with the public, with media outlets) other than communication to and from the Regional Interim Shelter through established ICS procedures will be performed *only* by the Public Information Officer (PIO) assigned to the EOC. Media inquiries should be referred to the EOC PIO. ARC Public Affairs will handle external communications from the ARC. The EOC PIO and ARC Public Affairs should maintain contact throughout sheltering operations to ensure consistent messaging.

Communications Validation

Tests of redundant communications systems will be conducted once each operational period during interim shelter operations to ensure that they remain useable if and when needed and that all incoming shift personnel will be familiar with all communications platforms.

Communications Plan

The lists of phone numbers, radio frequencies, and email addresses for all relevant agencies are included as *Appendix 6: Communications*, to this plan. Included contact information should be by role/title and not person.

As part of the Command, Control, and Coordination process, specific email addresses may be developed *by role* to ensure consistent web-based communications capability, especially when operations last beyond a single operational period and include multiple people taking shifts in a single role.

*Examples:*

Shelter.Manager@County.State.Gov

Shelter.UnitEOC@County.State.Gov

Review of these numbers and email addresses should be conducted as part of routine and post-activation plan maintenance procedures.

Concept of Operations

This Concept of Operations will illustrate the basic overarching foundation and structure of the Regional Interim Shelter mission. The specific tasks for shelter operations, and the organizational structures for command, control, and coordination, are provided in the following plan sections.

General

Authority to Activate

The responsibility and authority to activate the Regional Interim Shelter Plan rests with both Directors of Emergency Management.

Succession

In certain situations such as the unavailability of the Director and/or his/her designee, the following officials may initiate sheltering operations within each county. In such circumstances, the Directors and/or their designees will be informed immediately by the person ordering shelter operations:

* Chief Administrative Officer
* Emergency Management Deputy Director(s)
* Fire Chief

In terms of succession, it is assumed that for the activation of the Regional Interim Shelter Plan emergency shelter operations are already underway in each county and that activation of the Regional Interim Shelter Plan will fall under the already-established emergency management structure as coordinated by whichever current authorities are in place at the time.

Alignment with Emergency and Short-term Shelter Planning and Transition to Long-Term Sheltering[[1]](#footnote-1)

This plan details the movement of the sheltering operations during a regional disaster from pre-incident and emergency sheltering operations to a smaller, more targeted regional interim sheltering posture. In order to achieve this transition the following should be considered:

* Assessment for potential activation of the Regional Interim Shelter begins with activation of emergency shelter operations.
* The opening of the Regional Interim Shelter is aligned with the demobilization of the local/emergency shelter operations.
* Material and personnel assets from the local/emergency shelter operations should be pre-identified to be “flexed” to the Regional Interim Shelter.
* The Regional Interim Shelter may fluctuate throughout the incident.
  + Exceptions may be incurred for example, if a large number of evacuees return from other locations post-incident to find that they no longer have safe dwellings in which to stay, or if a larger-than-anticipated number of dwellings sustain damage making them uninhabitable.
    - During emergency shelter operations, planners will need to assess whether or not they can step down to a Regional Interim Shelter based on current and anticipated census at emergency shelters and availability of alternate housing options (e.g. hotels or vacant apartment units)
  + The Regional Interim Shelter may require a higher level of access to resources such as transportation and access to social services.
* The Regional Interim Shelter will remain open, as needed, in consultation with the County and ARC.

Operational Timeline

This section will present operational considerations by phase for Regional Interim Sheltering operations tasks that include planning, pre-activation, activation, operations, demobilization and recovery/reset. Each phase has some distinct overarching missions and attendant tasks to complete to meet mission requirements.

Any disaster response operation can be broken into phases in order to better understand the sequence of events and associated tasks necessary to plan, activate, operate, and demobilize a successful response. In actual practice the incident may dictate a more fluid response environment. Tasks from a previous phase may need to be revisited. A rapidly evolving situation may necessitate that tasks from one phase happen concurrently with tasks from the next phase to meet the need for a rapid deployment. Plans must frequently be used as a point of departure for creative problem solving. Starting with a conceptually organized framework based on operational phases can facilitate that process.

Planning Phase

For purposes of this plan, it is stipulated that the planning phase is an on-going dynamic activity. Plan development and maintenance are grounded in training and exercise activities that illuminate areas for enhancement in capabilities and capacities (gap analysis). The lessons learned and identified gaps are addressed in future iterations of the plan and then vetted through training and exercise. Pre-identification of appropriate sites for the Regional Interim Shelter and development of appropriate MOUs to facilitate plan implementation should take place during this phase. Outreach to engage regional response partners is also an important activity during the planning phase.

* Use the ARC tools found in the ARC Shelter Handbook and Shelter Management Handbook to identify and assess appropriate shelter sites.
  + Sites are assessed for structural soundness and accessibility.
* Identify personnel and material resources to staff and run a 50-person shelter for approximately 120 hours.
  + Address any gaps between ARC available resources and anticipated need.

Pre-Activation Phase

The Pre-Activation phase for the Regional Interim Shelter is that time immediately following an incident in which the pre-incident/emergency shelters are in operation. In this phase the need for interim emergency sheltering will be identified based on:

* Scale of the disaster (current and projected).
* Intelligence from the scene(s) and shelters in the region and surrounding areas regarding current shelter census numbers, and severity of damage to homes and/or infrastructure that would prohibit the safe habitation for longer than the expected duration of the emergency shelter operation.
* Availability of extra-jurisdictional assistance (i.e. available longer-term non-shelter housing assets within the region and time until availability and deployment).
* Intelligence regarding pre-screened Regional Interim Shelter sites and their availability.

Tasks to accomplish during this phase include:

* Locate the Regional Interim Shelter Plan and associated stakeholder plans.
* Locate the policies and procedures for requesting and activating volunteers and VOADs to support shelter operations.
* Touch base with ARC on how they will flex and/or supplement their staff to meet the on-site operational needs of this shelter operation. Notify ARC at least 24 hours in advance of requiring their services.
* Issue a “heads-up” alert for volunteer staff. Have volunteers validate their availability.
* Contact Facilities Managers at pre-screened shelter sites to arrange reconnaissance of sites.
* Site Selection: considerations include:
  + The best site will be situation dependent
  + Site Safety
  + Alternative Solution Considerations
  + ADA Compliance

Activation Phase

Once the decision has been made (based on the best available intelligence) to activate the Regional Interim Shelter, the Activation Phase begins. Tasks to be completed in the Activation Phase include:

* Establish the Regional Interim Shelter operation within the host EOC’s jurisdiction.
  + The Regional Interim Shelter will be aligned for oversight according to the host county’s EOP. This organizational construct will be communicated to all stakeholders.
  + Considerations for how to organize and accomplish ICS-based operations should include the counties’ current operating procedures, staff availability and data gathered through observed training and exercise of the plan and at the time of the incident. Any necessary changes to plan components should be communicated to all stakeholders as soon as possible.
* Until the ICS shelter management operation is firmly established on-site, the ICS functions needed to facilitate site set-up will be coordinated through the host county EOC.

#### Simultaneous Demobilization of Emergency Shelters

The activation of an Regional Interim Shelter will likely occur simultaneously with the demobilization of pre-event and/or emergency shelters. As part of that demobilization process, emergency shelter staff should identify material and personnel resources that can be flexed to support the interim shelter operations and communicate this data to the EOC.

* This flex of resources should not impede the efficient operations of the emergency shelter.
* This transition may require a brief interval where personnel and material resource needs increase. Operational planning at this point must be considered in the context of the whole response effort for resource identification and allocation.

Operations Phase

#### Regional Interim Shelter Set-up Operations

NOTE: This continuation of the pre-activation site selection activity, and the transition from the selection and preparation process to the physical set-up need not be delayed to sync with other processes described in the Activation Phase. Activities in this phase include:

* Coordinate immediate access to facility with facility staff.
* Provide personnel (volunteer and/or county and agency staff) to do the manual labor associated with site set-up for the resident areas, staff rest areas, and site security considerations. Physical set-up will be in accordance with ARC site set-up plans.
* Provide personnel to do the administrative set-up, and coordinate on-site with facility managers, security supervisors and facility staff to establish communications, administrative space, supply and personnel receiving areas, and equipment use.
* The host county’s Logistics Section will coordinate with the ARC liaison regarding transportation of equipment from demobilizing shelters, other cache sites and/or other facilities to the shelter.
* The host EOC will coordinate with the ARC liaison and facility security staff to implement security oversight and security staffing.
  + NOTE: Security provisions need to be in place during site set-up to ensure the safety of on-site staff and the security of equipment being brought into the site. The security operation will be executed as per the host county’s EOP and in accordance with relevant policies, procedures, and MOUs.

#### Movement of Resources/Material to Selected Site

As noted, resources, both material and personnel, should be pre-identified to the extent possible to facilitate efficient movement of shelter assets to the selected interim shelter site.

It will be helpful to the Regional Interim Shelter activation and resource acquisitions processes if the pre-incident/emergency shelter operations keep close tabs on their available and expended resources, so that the pool of available resources in the region can be accurately assessed.

The ARC Shelter Handbook and Shelter Management Handbook contain extensive resource lists and logistics management plans for shelter and transport assets necessary to set up, staff, and operate the interim shelter. These plans will guide site set-up under the supervision of ARC staff and volunteers. The host county will coordinate with stakeholders to provide any material and/or personnel resource needs on-site as requested by ARC.

Requests for additional materials, personnel, transport, and security assets will be made to the host county EOC and coordinated with the VEOC as necessary.

#### Staff Assignments

* Administrative Staff may be assigned by the ARC according to their SOPs. Supplemental staff not provided by ARC will be briefed regarding their expected role and the ARC staffing SOP.
* Any personal care staff arriving with a shelteree or as a volunteer may be assigned by the on-site ARC nurse.
* During transition from the emergency shelter to the Regional Interim Shelter, it should be considered that a county DSS designee remain with the Regional Interim Shelter for a specific period of time to act as the Assistant Shelter Manager to ensure the transition between the counties and ARC occurs smoothly.

#### Staff In-Briefing

* The ARC may conduct their shelter briefings pursuant to internal policies and procedures. The briefing should include the following information:
  + Incident that prompted the activation of the Regional Interim Shelter.
  + Reason(s) services are being provided (a situation report), for instance:
    - A total of 45 homes are uninhabitable following this incident and other sheltering options are not immediately available.
    - It is unsafe for residents to return to the affected area, resulting in 20 homes being inaccessible.
    - Federal assets to provide long-term shelter will not be available for another 48 hours.
  + Number of persons to be registered at the shelter.
  + The process to request additional resources from Logistics for additional shelter personnel, medical equipment and supplies
  + Lengths of time personnel are expected to work.
  + Contact information:
    - Shelter Manager will update the EOC and ARC higher headquarters.
    - Host EOC (Lead for Shelter coordination) will update Shelter Manager, ARC higher headquarters, and the VEOC.
    - Contact number which will be used to relay messages to shelter staff members regarding resident family members, pets, etc.
    - Contact number for pet shelter, if one has been established.

#### Staff Tour

* Once site set-up and staff assignments are complete the command staff should briefly tour the facility to ensure that they are fully prepared to receive residents. On-the-spot corrections should be made, but should not delay opening the shelter unless a dangerous situation is noted.

#### Resident Reception

* Advise EOC of operational readiness and receive residents.
  + Residents arriving to the Regional Interim Shelter from the local emergency shelter have been pre-screened to ensure their shelter and/or care needs are appropriate to the limited scope of services available at the Regional Interim Shelter.
  + The local Department of Social Services will be responsible for handing over the Shelter Registration Form (See Annex 5: Shelter Registration Form) to ARC Staff with all shelterees who are going from the local shelter to the regional shelter.
  + Self-presenting potential residents will be assessed on-site.

#### Transportation of Shelter Residents

**To the Interim Shelter**

Some shelter residents currently residing in the emergency shelter may not have their own transportation to move to a new shelter site. Assets sufficient to move people and their personal effects will be coordinated through the local county EOC that receives the initial call. Paratransit needs will also be coordinated through the local county EOC.

**To Social Services Locations**

Residents of the Regional Interim Shelter will need access to a number of community and social services. Ideally, the location of representatives within the shelter would provide a “one-stop-shop” for shelter residents and facilitate coordination of services among and between agencies. The ARC may stand up a Multi-Agency Resource Center (MARC). The MARC brings in resources that can help assist clients with their needs.

Should this not be possible, transportation of residents to these locations will be coordinated through the EOC. Shelterees needing paratransit resources will be coordinated through the host EOC.

#### Feeding

The operational oversight of the on-site feeding mission should belong to ARC, as coordinated through the EOC. Numerous VOAD agencies and faith-based groups have the capability to provide meal support to emergency shelters and staff. The EOC may facilitate communications among and between ARC and these agencies as needed to support meal provision in the shelter. The ARC will not accept food into the shelter that is not from a local Health Department certified kitchen.

**Dietary Restrictions**

Every effort will be made to accommodate clinically necessitated and disability-related dietary restrictions, for example diabetic diets. Notation of any clinically necessary dietary restrictions should be made during the resident intake/registration process.

Every effort will be made to accommodate any faith-based dietary restrictions. Identification of these restrictions should be made during the resident intake/registration process.

It will likely NOT be possible to accommodate all dietary preferences not related to a medical or religious restriction. For example, a robust selection of vegetarian meals, low-carb, or gluten free meals, etc., may not be provided during an emergency. This should be communicated to shelter residents up front.

#### Sleep/Privacy

Every effort will be made to provide individual and family privacy and an environment conducive to sleep and rest. Every effort will also be made to provide privacy to individuals with disabilities. Resources such as privacy screens and disposable ear plugs may be requested by the on-site shelter ICS staff through the EOC or with ARC and communicated with the EOC for the provision of support such as item transport.

#### Social Services

Agencies providing social services following the disaster should be included in status updates from the shelter including current census and identified needs.

If possible, it would be ideal for representatives from social service agencies to come to the shelter to provide residents with ease of access to services. It is recognized that some service agencies may not be equipped to provide services on-site, but all efforts should be made when identified as a need for multiple evacuees. Coordination to facilitate space and communications for these agencies within the shelter will be accomplished by the shelter’s administrative staff and coordinated with ARC and the EOC.

#### ADA Compliance

The Regional Interim Shelter will ensure accessibility to the physical location and provide communications and information in languages and means (e.g. sign language, braille text, large type or oral instructions), which will allow all shelter residents access to facilities and information. *Note: For additional language assistance at the shelter, CTS Language Link (1-877-737-4999) can be used to help communicate with residents who are non-English speakers.*

Service animals will be accommodated at the shelter.

Personal care assistants will be provided to the shelter during each operational period based on census and acuity of need. Coordination of staffing for this mission will be done by the On-Site Lead through the EOC. Volunteer medical groups such as the Medical Reserve Corps may be accessed for assistance via the VEOC.

Any shelter resident that experiences a degradation of their health status while in the shelter will be transported to an appropriate facility to provide effective care. This may necessitate the provision of skilled transport (e.g. an ambulance) to an extra-regional facility.

#### Security

Sworn law enforcement officers will be provided at the Regional Interim Shelter by the local jurisdiction at all times to ensure the personal safety of the residents and staff and to prevent theft of personal items including during shelter set-up and demobilization. Security set-up in the shelter should include a “quiet room” where agitated and/or violent people can be segregated and secured. Any shelteree who commits a crime or endangers the shelter population will be removed from the shelter to an appropriate law enforcement facility. Note that the decision as to where the shelteree may taken does not rest with this group.

It is likely that county law enforcement agencies will be stretched thin by the overarching emergency response operation. Additional security assets should be identified during the pre-incident planning phase and coordinated through the EOC during initial incident response. Additional assets may include:

* Extra-regional law enforcement officers per MOUs
* National Guard assets
  + NOTE:typically Virginia State Police officers are not available for these types of missions.

Weapons of any type will not be allowed for residents or staff, (except sworn law enforcement officers acting in an official capacity).

Alcohol and illegal drugs will not be permitted in the Regional Interim Shelter.

#### Behavioral Health

It may be anticipated that residents in the shelter may present with or develop behavioral health issues which are beyond the capability/capacity of staff to appropriately address. The Regional Interim Shelter should have access to behavioral health SMEs/practitioners (preferably on-site, but at least available on a 24/7 basis for consultation as needed). The local EOC will assist in identifying sworn law enforcement officers at the shelter site. Security personnel must be trained and ready to assist with residents who are an acute danger to themselves or others. The shelter will have extremely limited capacity to manage aggressive or belligerent residents, regardless of cause. If the situation warrants, these residents may be removed from the facility.

Demobilization

Planning for demobilization of the Regional Interim Shelter will begin with shelter activation.

The ARC will make the decision to demobilize the Regional Interim Shelter, in consultation with the two counties, and the host EOC will support the demobilization as requested/needed.

#### Scaled Demobilization

Instead of an “all at once” cessation of operations, the Regional Interim Shelter staff may, in coordination with the EOC, decide that a more gradual scaling back of operations would be beneficial.

With demobilization of the Regional Interim Shelter, it is the responsibility of the shelter staff to assist with the repacking of supplies, carts, containers, trailers, etc. All supplies and equipment will be inspected and inventoried as they are repacked so that replenishing/restocking of supplies can be facilitated and costs can be accurately captured.

* Care must be given to keep the juridiction’s equipment separate from those belonging to the ARC.
* Inventory and tracking lists of repacked equipment should be provided to the ARC shelter manager and to the host county EOC.

#### Facility Reset

The American Red Cross, in coordination with the host county, is responsible for restoring the regional interim shelter to pre-existing conditions.

#### Facilitate Hand-off to Agencies Managing Long-Term Shelter Strategies

It is likely that some residents of the Regional Interim Shelter will not be able to reoccupy their homes and will need assistance to obtain safe longer-term accommodations or help with relocation. EOC and ARC staff will need to anticipate and facilitate the arrival of federal assets and solutions for long-term shelter.

* Ensure proper emergency declarations are in place for access to federal solutions.
* Request through the proper channels to efficiently activate access to federal solutions.
* Provide those working the long-term assistance issues with shelter residents (i.e. local DSS) with relevant records of the resident’s situation, services currently being provided, and anticipated needs.
* The local jurisdictions will coordinate with the Long-Term Recovery Housing Team to facilitate the interaction of those providing long-term assistance solutions with the local/regional agencies/departments providing current social services.

Recovery and Reset

Planning for recovery begins as soon as incident response begins.

As difficult as it may seem, immediately following a disaster response is a prudent time to begin preparing for the next disaster. A great amount of learning may follow the incident with the evaluation of the things that went well and the processes or procedures that need to be modified, or discarded and rewritten.

#### After-Action Review

This process is frequently called “lessons learned” or After-Action Review, and the resulting after action plan will reflect items that need to be readdressed with the modification, and additions incorporated into the revised plan.

It is beneficial to capture lessons-learned each day at the close of each operational period. A quick “Hot Wash” discussion led by the Planning Section Chief in which staff indentifies three things that went well and three things that need improvement will help with the creation of an After Action report that contains accurate data and helps capture important events in a dynamic fast-paced operation.

#### Improvement Planning

A formal After-Action review grounded in Homeland Security evaluation methodology will assist the region with gap analysis and improvement planning. Because actual emergency response can be used in lieu of exercises for purposes of grants compliance, a formal AAR and Improvement Plan in an HSEEP methodology will also support grant maintenance and funding.

Plan Management and Maintenance

The jurisdictional stakeholders identified in this plan should conduct a detailed plan review, revision, and exercise prior to formal adoption by the Board of Supervisors pursuant to § 44-146.19 of the Code of Virginia in order to maintain plan currency. It is also suggested that plans be updated and reviewed following a training exercise.

The Coordinator of Emergency Services is tasked and authorized to maintain and revise the EOP as necessary during the four (4) year interval between mandated Board Adoptions, or until such time that the Board orders a revision. The Coordinator of Emergency Services will coordinate with each emergency resource organization to assure the development and maintenance of an appropriate emergency response capability.

Finance and Administration

The finance and administration operations of the shelter will be managed on-site by the ARC and in accordance with ARC policies and procedures. The finance and administration operations of the shelter oversight and resource coordination will be managed through the EOC as part of the overall financial management and accountability activities for incident response and per the EOP of the counties.

Appendices

Appendix 1: Transition Algorithm from Emergency Shelter to Regional Interim Shelter Operations

This algorithm provides planners with basic guidance regarding tasks to consider to efficiently transition between emergency shelter operations and regional interim shelter operations. Extensive operational guidance is available to planners in the ARC shelter handbooks and in the county and Commonwealth EOPs. Communication and coordination of activities should be as described previously. As with the other components of this plan, this is a tool and does not supplant the judgment of responders. Successful implementation of these considerations and actions depends upon coordination, planning, and training on the specifics of sheltering operations during disaster response.

**T-72 hours through T-0 hours: Emergency Shelter Activation**

* **Considerations:**
  + Consider the need for Regional Interim Shelter.
  + Initial assessment/ periodic assessments.
  + Discussion with regional partners.
* **Jurisdictional Actions:**
  + Communicate situation with ARC (72 hours out jurisdictions will communicate amongst themselves and with the ARC).
  + Conduct a pre-incident conference call with Emergency Operations. Centers using the Conference Call Sheet as a guide.
  + Consider having a conference call 15 minutes locally after the state conference calls.
  + Consider cost effectiveness of regional interim sheltering.
  + Communicate with relevant stakeholders.
  + Obtain intelligence on damage, evacuation, sheltering census in region.
* **ARC Actions:**
  + ARC begins assessments and preps for potential operations.
  + Reach out to potentially impacted local jurisdictions.

**\*T+48 Assessment: Regional Interim Shelter need still anticipated? If yes, go to next timeframe, if not communicate to stakeholders and continue current operations.**

**T+48 hours: Emergency Shelter Operations. Begin planning for emergency shelter demobilization/transition to Regional Interim Shelter.**

* **Considerations:**
  + Prepare for potential Regional Interim Shelter operations.
  + Decision Point: Decide if regional interim shelter is warranted NLT T+48 hours if ARC operations expected at T+120 hours.
  + IF:
    - Emergency shelter(s) census >50, incoming evacuees without shelter anticipated, ARC not ready for operations in 48 hours. THEN: Continue emergency shelter footing, reassess in 24 hours.
  + IF:
    - Aggregate shelter census <50, incoming evacuees not anticipated to boost total interim shelter >50, ARC indicates ability to be operational at T+120 hours. THEN: Continue prep for interim shelter.
* **Jurisdictional Actions:**
  + Communicate shelter status amongst EOCs every operational period.
  + Select potential shelter sites from pre-selected vetted shelters.
  + Obtain damage assessments for site.
  + Alert any additional staff.
  + Alert building management/agency.
  + Alert ARC off-site provide site specific data.
* **ARC Actions:** 
  + ARC begins staffing and resource activities for the Regional Interim Shelter.
  + ARC in contact with host county EOC and briefed on current shelter operations.

**\*T+72 Assessment: Regional Interim Shelter need still anticipated? If yes, go to next timeframe, if not communicate to stakeholders and continue current operations.**

**T+72 Assessment: Emergency Shelter Operations**

* **Considerations:** 
  + Reassess current intelligence.
  + Decision Point: Have conditions changed: Is the regional interim shelter now a viable option?
    - If yes, then begin site prep and resource allocation to regional interim shelter.
    - If no, then continue emergency shelter operations as needed.
* **Jurisdictional Actions:** 
  + Initiate/continue any actions necessitated by site assessment (alternate location, adaptive equipment, etc.).
  + Prepare resource requests in coordination with ARC.
  + Prepare messaging regarding regional interim shelter in coordination with ARC and stakeholders.
* **ARC Actions:** 
  + Prepare for seamless integration into established shelter response operation.
  + Ensure service delivery site is prepared for resource receipt of material and human resources.
  + Ensure feeding and sheltering resources are in place.
  + Ensure internal and external communications chains are in place.
  + Site assessment for accessibility.

**\*T+96 Assessment: Regional Interim Shelter need still anticipated? If yes, continue, if not communicate to stakeholders, continue current operations as necessary.**

**T+96 Assessment: Emergency Shelter Operations**

* **Considerations:** 
  + Reassess current intelligence.
  + Decision Point: Have conditions changed: Is the regional interim shelter is now a viable option?
    - If yes, begin regional interim shelter prep and resource transportation to interim shelter.
    - If no, then continue emergency shelter operations as needed. Coordinate with the ARC for additional shelter resources to support local shelter needs.
* **Jurisdictional Actions:**
  + Assist ARC with final preparations for regional interim shelter operations (i.e. Material resources, medical resources, access to social services, security, communications check).
  + Brief stakeholders.
  + Begin delivering public information as coordinated with ARC and stakeholders.
* **ARC Actions:**
  + Continue Operational preparations for shelter occupation within the next 24 hours in accordance with ARC guidance.
  + Coordinate initial messaging with host county EOC.
  + If the local is shelter is still operational, the ARC may be providing staffing support.
  + Communicate capacity for the clients and needs for ARC staff to local EOC.
  + Site assessment for accessibility.

**\*T+120 Assessment: Regional Interim Shelter need still anticipated? If yes, continue, if not communicate to stakeholders, continue current operations as necessary.**

**T+120 hours: Demobilize emergency shelter during this operational period if Regional Interim Shelter is viable.**

* **Considerations:** 
  + Reassess current intelligence.
  + Decision Point: Have conditions changed? The regional interim shelter is a viable option?
    - If no, then continue emergency shelter operations as needed.
    - If yes, regional interim shelter site begins to receive occupants.
* **Jurisdictional Actions:** 
  + Execute transportation mission to move shelter residents to interim shelter. Note: Include arranging for paratransit as requested/needed.
  + Brief stakeholders on operational status of regional interim shelter: demobilization of emergency shelters
  + Support ARC operations as requested
  + Provide additional healthcare resources to assist the ARC if requested such as the Medical Reserve Corps and licensed local mental health resources.
  + Begin planning for regional interim shelter demobilization
    - Coordinate with ARC and federal response stakeholders
* **ARC Actions:**
  + Shelter operations in accordance with ARC guidance
  + Begin planning for regional interim shelter demobilization
    - Coordinate with host County EOC and other stakeholders

Appendix 2: Glossary of Key Terms

|  |  |
| --- | --- |
| Term | Definition |
| Just In Time Training | All personnel participating in the shelter operations should have a basic understanding of and training in shelter operations. However, there may be a need for some brief, targeted training to help personnel accomplish a specific task or fill a designated role. Just in time training (JITT) is provided just prior to start of work and is intended to provide some clarity and guidance. Just in time training is not the same as formal training such as ICS and Shelter Operations training and cannot be a substitute for these. |
| Regional Interim Shelter (a.k.a. Interim Shelter) | This shelter is designed to fill a gap between pre-incident/emergency post-incident shelters and the availability of long-term shelter solutions and assistance from federal response partners. The purpose is to provide safe shelter and access to needed social services to the subset of the population affected by a disaster that have no safe dwelling in which to stay beyond the initial emergency shelter operation. This shelter will also allow county employees involved in emergency shelter operations to return to their primary duties in support of emergency operations and continuity of operations/continuity of government initiatives. |
| Emergency Shelter | An emergency shelter is an immediate short-term accommodation either (1) designated by local officials for persons threatened by or displaced by an incident, or (2) designated by state officials directing a mandatory evacuation across jurisdictional boundaries either before or after an incident. |
| Alternate Care Site | An alternate care site is a site where “medical needs” sheltering, urgent care services, and select traditional inpatient services are not usually provided but which is deliberately repurposed for provision of such services during select disasters. |

(Virginia Department of Emergency Management, 2015) (Virginia Department of Emergency Management, 2015)

Appendix 3: Abbreviations and Acronyms

|  |  |
| --- | --- |
| Abbreviation/Acronym | Definition |
| AAR | After Action Report |
| ACS | Alternate Care Site |
| ADA | Americans with Disabilities Act |
| ADL | Activities of Daily Living |
| ARC | American Red Cross |
| COVEOP | Commonwealth of Virginia Emergency Operations Plan |
| EMS | Emergency Medical Service |
| EOC | Emergency Operations Center |
| EOP | Emergency Operations Plan |
| EPA | Environmental Protection Agency |
| IAP | Incident Action Plan |
| IAW | In Accordance With |
| ICS | Incident Command System |
| FEMA | Federal Emergency Management Agency |
| FOUO | For Official Use Only |
| HHS | Department of Health and Human Services |
| HSEEP | Homeland Security Exercise and Evaluation Program |
| JIC | Joint Information Center |
| JITT | Just in Time Training (see glossary) |
| MARC | Multi-Agency Resource Center |
| MOU | Memorandum of Understanding |
| MRS | Medical Reserve Corps |
| NGO | Non-Governmental Organization |
| NIMS | National Incident Management System |
| PIO | Public Information Officer |
| POC | Point of Contact |
| PPE | Personal Protection Equipment |
| SME | Subject Matter Expert |
| SOP | Standard Operating Procedure |
| VA | Virginia |
| VDEM | Virginia Department of Emergency Management |
| VEOC | Virginia Emergency Operations Center |
| VOAD | Volunteer Organizations Active in Disaster |

Appendix 4: Authorities and References

MOU/MOAs pertaining to Regional Interim Shelter operations should be documented in this section. This will aid in plan maintenance and review and ensure that all MOUs/MOAs are current and understood by all signatories.

The following authorities and references establish and support the operational concepts contained in this plan and are obtained from stakeholders at all levels of response. This section of the plan should be developed and reviewed by a legal subject matter expert as part of the routine plan maintenance program and as needed when/if significant changes to local, state, or federal law occur.

Local/Regional

* Gloucester County Emergency Operations Plan Support Annex #2: Shelter Management
* Middlesex County Emergency Operations Plan ESF 11 Annex

State

* Commonwealth of Virginia Emergency Operations Plan
* COV 44-146 Military and Emergency Laws Chapter 3.2, “Emergency Services and Disaster Law”

Federal

A comprehensive list of federal authorities and references can be found in the National

Response Plan, Appendix 3.

* National Incident Management System
* National Response Plan
* Homeland Security Act of 2002
* Disaster Mitigation Act of 2000
* Community Right-to-Know Act of 1986
* Robert T. Stafford Disaster Relief and Emergency Assistance Act
* 42 U.S.C. § 116 Emergency Planning and Community Right to Know
* 42 U.S.C. § 12101 Americans with Disabilities Act of 1990

Appendix 5: Plan Distribution

This table is designed to provide planners with information regarding who has this plan. This is valuable to understand which stakeholders can immediately implement plan components and to ensure that new stakeholders receive the plan in a timely manner. Plan distribution will be at the direction of the Emergency Manager(s) of Gloucester and/or Middlesex Counties and/or the Disaster Program Manager of the Rappahannock Territory Chapter of the ARC. Distribution will be *For Official Use Only* and on an as-needed basis. This table should be part of the routine plan review and maintenance process.

|  |  |  |
| --- | --- | --- |
| Recipient Agency | Date | Point of Contact |
| ***Example****: The Moose Lodge* | *07/07/27* | *President, Moose Lodge:*  *555-555-1212* |
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Annexes

Annex 1: Site Selection Tool







Annex 2: Site A

**American Red Cross**

**Shelter Agreement**

The American National Red Cross (“Red Cross”), a not-for-profit corporation chartered by the United States Congress, provides services to individuals, families and communities when disaster strikes. The disaster relief activities of the Red Cross are made possible by the American public, as the organization is supported by private donations and facility owners who permit their buildings to be used as a temporary refuge for disaster victims. This agreement is between the Red Cross and a facility owner (“Owner”) so the Red Cross can use the facility as an emergency shelter during a disaster.

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| --- | --- | --- | --- |
| DR#: |  | Facility: |  |

**Parties and Facility**

Owner:

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| --- | --- | --- | --- | --- | --- |
| Legal name: | |  | | | |
| Chapter: | |  | | | |
| 24-Hour Point of Contact: | | | | | |
|  | | Name and title: |  | | |
| Work phone: |  | Cell phone/pager: |  |
| Address for Legal Notices: | | | | | |
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Red Cross:

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| --- | --- | --- | --- | --- | --- |
| Legal name: | | The American National Red Cross | | | |
| Chapter: | |  | | | |
| 24-Hour Point of Contact: | | | | | |
|  | | Name and title: |  | | |
| Work phone: |  | Cell phone/pager: |  |
| Address for Legal Notices: | | | | | |
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C*opies of legal notices must also be sent to*:

The American National Red Cross, Office of the General Counsel,

2025 E Street, NW, Washington DC 20006

and

The American National Red Cross, Disaster Operations,

2025 E Street NW, Washington, DC 20006.

Shelter Facility:

|  |  |  |
| --- | --- | --- |
| (Insert name and complete street address of building or, if multiple buildings, write “See attached Facility List” and attach Facility List including complete street address of each building that is part of this Agreement). | | |
|  |  |  |
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**Terms and Conditions**

1. Use of Facility: Upon request and if feasible, the Owner will permit the Red Cross to use the Facility on a temporary basis as an emergency public shelter.
2. Shelter Management: The Red Cross will have primary responsibility for the operation of the shelter and will designate a Red Cross official, the Shelter Manager, to manage the sheltering activities. The Owner will designate a Facility Coordinator to coordinate with the Shelter Manager regarding the use of the Facility by the Red Cross.
3. Condition of Facility: The Facility Coordinator and Shelter Manager (or designee) will jointly conduct a pre-occupancy survey of the Facility before it is turned over to the Red Cross. They will use the first page of the [*Facility/Shelter Opening/Closing Form*](https://crossnet.redcross.org/forms/disaster_FacilityShelterOpenClose.pdf), available on CrossNet, to record any existing damage or conditions. The Facility Coordinator will identify and secure all equipment that the Red Cross should not use while sheltering in the Facility. The Red Cross will exercise reasonable care while using the Facility as a shelter and will make no modifications to the Facility without the express written approval of the Owner.
4. Food Services: Upon request by the Red Cross, and if such resources exist and are available, the Owner will make the food service resources of the Facility, including food, supplies, equipment and food service workers, available to feed the shelter occupants. The Facility Coordinator will designate a Food Service Manager to coordinate the provision of meals at the direction of and in cooperation with the Shelter Manager. The Food Service Manager will establish a feeding schedule, determine food service inventory and needs, and supervise meal planning and preparation. The Food Service Manager and Shelter Manager will jointly conduct a pre-occupancy inventory of the food and food service supplies in the Facility before it is turned over to the Red Cross.
5. Custodial Services: Upon request by the Red Cross and if such resources exist and are available, the Owner will make its custodial resources, including supplies and custodial workers, available to provide cleaning and sanitation services at the shelter. The Facility Coordinator will designate a Facility Custodian to coordinate the provision of cleaning and sanitation services at the direction of and in cooperation with the Shelter Manager.
6. Security: In coordination with the Facility Coordinator; the Shelter Manager, as he or she deems necessary and appropriate, will coordinate with law enforcement regarding any public safety issues at the Shelter.
7. Signage and Publicity: The Red Cross may post signs identifying the shelter as a Red Cross shelter in locations approved by the Facility Coordinator and will remove such signs when the shelter is closed. The Owner will not issue press releases or other publicity concerning the shelter without the express written consent of the Shelter Manager. The Owner will refer all media questions about the shelter to the Shelter Manager.
8. Closing the Shelter: The Red Cross will notify the Owner or Facility Coordinator of the closing date for the shelter. Before the Red Cross vacates the Facility, the Shelter Manager and Facility Coordinator will jointly conduct a post-occupancy survey, using the second page of the Shelter/Facility Opening/Closing Form to record any damage or conditions. The Shelter Manager and Facility Coordinator or Food Service Manager will conduct a post-occupancy inventory of the food and supplies used during the shelter operation.
9. Reimbursement: The Red Cross will reimburse the Owner for the following:
   1. *Damage to the Facility or other property of Owner*, reasonable wear and tear excepted, resulting from the operations of the Red Cross. Reimbursement for facility damage will be based on replacement at actual cash value. The Red Cross will select from among bids from at least three reputable contractors. The Red Cross is not responsible for storm damage or other damage caused by the disaster.
   2. *Reasonable costs associated with custodial and food service personnel* which would not have been incurred but for the Red Cross’s use of the Facility for sheltering. The Red Cross will reimburse at per-hour, straight-time rate for wages actually incurred but will not reimburse for (i) overtime or (ii) costs of salaried staff.
   3. *Reasonable, actual, out-of-pocket operational costs*, including the costs of the utilities indicated below, to the extent that such costs would not have been incurred but for the Red Cross’s use of the Premises (both parties must initial all utilities to be reimbursed by the Red Cross):

|  |  |  |  |
| --- | --- | --- | --- |
|  | Owner initials |  | Red Cross initials |
| Water |  |  |  |
| Gas |  |  |  |
| Electricity |  |  |  |
| Waste Disposal |  |  |  |

The Owner will submit any request for reimbursement to the Red Cross within 60 days after the shelter closes. Any request for reimbursement for food, supplies or operational costs must be accompanied by supporting invoices. Any request for reimbursement for personnel costs must be accompanied by a list of the personnel with the dates and hours worked at the shelter.

1. Insurance: The Red Cross shall carry insurance coverage in the amounts of at least $1,000,000 per occurrence for Commercial General Liability and Automobile Liability. The Red Cross shall also carry Workers’ Compensation coverage with statutory limits for the jurisdiction within which the facility is located and $1,000,000 in Employers’ Liability.
2. Indemnification: The Red Cross shall defend, hold harmless, and indemnify Owner against any legal liability, including reasonable attorney fees, in respect to bodily injury, death and property damage arising from the negligence of the Red Cross during the use of the Premises.
3. Term: The term of this agreement begins on the date of the last signature below and ends 30 days after written notice by either party.

|  |  |  |
| --- | --- | --- |
|  |  | THE AMERICAN NATIONAL RED CROSS |
| Owner (legal name) |  | (legal name) |
|  |  |  |
| By (signature) |  | By (signature) |
|  |  |  |
| Name (printed) |  | Name (printed) |
|  |  |  |
| Title |  | Title |
|  |  |  |
| Date |  | Date |

Contact information

Map

Floor Plan

Annex 3: Site B

**American Red Cross**

**Shelter Agreement**

The American National Red Cross (“Red Cross”), a not-for-profit corporation chartered by the United States Congress, provides services to individuals, families and communities when disaster strikes. The disaster relief activities of the Red Cross are made possible by the American public, as the organization is supported by private donations and facility owners who permit their buildings to be used as a temporary refuge for disaster victims. This agreement is between the Red Cross and a facility owner (“Owner”) so the Red Cross can use the facility as an emergency shelter during a disaster.

|  |  |  |  |
| --- | --- | --- | --- |
| DR#: |  | Facility: |  |

**Parties and Facility**

Owner:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Legal name: | |  | | | |
| Chapter: | |  | | | |
| 24-Hour Point of Contact: | | | | | |
|  | | Name and title: |  | | |
| Work phone: |  | Cell phone/pager: |  |
| Address for Legal Notices: | | | | | |
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Red Cross:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Legal name: | | The American National Red Cross | | | |
| Chapter: | |  | | | |
| 24-Hour Point of Contact: | | | | | |
|  | | Name and title: |  | | |
| Work phone: |  | Cell phone/pager: |  |
| Address for Legal Notices: | | | | | |
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C*opies of legal notices must also be sent to*:

The American National Red Cross, Office of the General Counsel,

2025 E Street, NW, Washington DC 20006

and

The American National Red Cross, Disaster Operations,

2025 E Street NW, Washington, DC 20006.

Shelter Facility:

|  |  |  |
| --- | --- | --- |
| (Insert name and complete street address of building or, if multiple buildings, write “See attached Facility List” and attach Facility List including complete street address of each building that is part of this Agreement). | | |
|  |  |  |
|  |

**Terms and Conditions**

1. Use of Facility: Upon request and if feasible, the Owner will permit the Red Cross to use the Facility on a temporary basis as an emergency public shelter.
2. Shelter Management: The Red Cross will have primary responsibility for the operation of the shelter and will designate a Red Cross official, the Shelter Manager, to manage the sheltering activities. The Owner will designate a Facility Coordinator to coordinate with the Shelter Manager regarding the use of the Facility by the Red Cross.
3. Condition of Facility: The Facility Coordinator and Shelter Manager (or designee) will jointly conduct a pre-occupancy survey of the Facility before it is turned over to the Red Cross. They will use the first page of the [*Facility/Shelter Opening/Closing Form*](https://crossnet.redcross.org/forms/disaster_FacilityShelterOpenClose.pdf), available on CrossNet, to record any existing damage or conditions. The Facility Coordinator will identify and secure all equipment that the Red Cross should not use while sheltering in the Facility. The Red Cross will exercise reasonable care while using the Facility as a shelter and will make no modifications to the Facility without the express written approval of the Owner.
4. Food Services: Upon request by the Red Cross, and if such resources exist and are available, the Owner will make the food service resources of the Facility, including food, supplies, equipment and food service workers, available to feed the shelter occupants. The Facility Coordinator will designate a Food Service Manager to coordinate the provision of meals at the direction of and in cooperation with the Shelter Manager. The Food Service Manager will establish a feeding schedule, determine food service inventory and needs, and supervise meal planning and preparation. The Food Service Manager and Shelter Manager will jointly conduct a pre-occupancy inventory of the food and food service supplies in the Facility before it is turned over to the Red Cross.
5. Custodial Services: Upon request by the Red Cross and if such resources exist and are available, the Owner will make its custodial resources, including supplies and custodial workers, available to provide cleaning and sanitation services at the shelter. The Facility Coordinator will designate a Facility Custodian to coordinate the provision of cleaning and sanitation services at the direction of and in cooperation with the Shelter Manager.
6. Security: In coordination with the Facility Coordinator; the Shelter Manager, as he or she deems necessary and appropriate, will coordinate with law enforcement regarding any public safety issues at the Shelter.
7. Signage and Publicity: The Red Cross may post signs identifying the shelter as a Red Cross shelter in locations approved by the Facility Coordinator and will remove such signs when the shelter is closed. The Owner will not issue press releases or other publicity concerning the shelter without the express written consent of the Shelter Manager. The Owner will refer all media questions about the shelter to the Shelter Manager.
8. Closing the Shelter: The Red Cross will notify the Owner or Facility Coordinator of the closing date for the shelter. Before the Red Cross vacates the Facility, the Shelter Manager and Facility Coordinator will jointly conduct a post-occupancy survey, using the second page of the Shelter/Facility Opening/Closing Form to record any damage or conditions. The Shelter Manager and Facility Coordinator or Food Service Manager will conduct a post-occupancy inventory of the food and supplies used during the shelter operation.
9. Reimbursement: The Red Cross will reimburse the Owner for the following:
   1. *Damage to the Facility or other property of Owner*, reasonable wear and tear excepted, resulting from the operations of the Red Cross. Reimbursement for facility damage will be based on replacement at actual cash value. The Red Cross will select from among bids from at least three reputable contractors. The Red Cross is not responsible for storm damage or other damage caused by the disaster.
   2. *Reasonable costs associated with custodial and food service personnel* which would not have been incurred but for the Red Cross’s use of the Facility for sheltering. The Red Cross will reimburse at per-hour, straight-time rate for wages actually incurred but will not reimburse for (i) overtime or (ii) costs of salaried staff.
   3. *Reasonable, actual, out-of-pocket operational costs*, including the costs of the utilities indicated below, to the extent that such costs would not have been incurred but for the Red Cross’s use of the Premises (both parties must initial all utilities to be reimbursed by the Red Cross):

|  |  |  |  |
| --- | --- | --- | --- |
|  | Owner initials |  | Red Cross initials |
| Water |  |  |  |
| Gas |  |  |  |
| Electricity |  |  |  |
| Waste Disposal |  |  |  |

The Owner will submit any request for reimbursement to the Red Cross within 60 days after the shelter closes. Any request for reimbursement for food, supplies or operational costs must be accompanied by supporting invoices. Any request for reimbursement for personnel costs must be accompanied by a list of the personnel with the dates and hours worked at the shelter.

1. Insurance: The Red Cross shall carry insurance coverage in the amounts of at least $1,000,000 per occurrence for Commercial General Liability and Automobile Liability. The Red Cross shall also carry Workers’ Compensation coverage with statutory limits for the jurisdiction within which the facility is located and $1,000,000 in Employers’ Liability.
2. Indemnification: The Red Cross shall defend, hold harmless, and indemnify Owner against any legal liability, including reasonable attorney fees, in respect to bodily injury, death and property damage arising from the negligence of the Red Cross during the use of the Premises.
3. Term: The term of this agreement begins on the date of the last signature below and ends 30 days after written notice by either party.

|  |  |  |
| --- | --- | --- |
|  |  | THE AMERICAN NATIONAL RED CROSS |
| Owner (legal name) |  | (legal name) |
|  |  |  |
| By (signature) |  | By (signature) |
|  |  |  |
| Name (printed) |  | Name (printed) |
|  |  |  |
| Title |  | Title |
|  |  |  |
| Date |  | Date |

Contact information

Map

Floor Plan

Annex 4: Site C

**American Red Cross**

**Shelter Agreement**

The American National Red Cross (“Red Cross”), a not-for-profit corporation chartered by the United States Congress, provides services to individuals, families and communities when disaster strikes. The disaster relief activities of the Red Cross are made possible by the American public, as the organization is supported by private donations and facility owners who permit their buildings to be used as a temporary refuge for disaster victims. This agreement is between the Red Cross and a facility owner (“Owner”) so the Red Cross can use the facility as an emergency shelter during a disaster.

|  |  |  |  |
| --- | --- | --- | --- |
| DR#: |  | Facility: |  |

**Parties and Facility**

Owner:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Legal name: | |  | | | |
| Chapter: | |  | | | |
| 24-Hour Point of Contact: | | | | | |
|  | | Name and title: |  | | |
| Work phone: |  | Cell phone/pager: |  |
| Address for Legal Notices: | | | | | |
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Red Cross:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Legal name: | | The American National Red Cross | | | |
| Chapter: | |  | | | |
| 24-Hour Point of Contact: | | | | | |
|  | | Name and title: |  | | |
| Work phone: |  | Cell phone/pager: |  |
| Address for Legal Notices: | | | | | |
|  |  | | | | |  |
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C*opies of legal notices must also be sent to*:

The American National Red Cross, Office of the General Counsel,

2025 E Street, NW, Washington DC 20006

and

The American National Red Cross, Disaster Operations,

2025 E Street NW, Washington, DC 20006.

Shelter Facility:

|  |  |  |
| --- | --- | --- |
| (Insert name and complete street address of building or, if multiple buildings, write “See attached Facility List” and attach Facility List including complete street address of each building that is part of this Agreement). | | |
|  |  |  |
|  |

**Terms and Conditions**

1. Use of Facility: Upon request and if feasible, the Owner will permit the Red Cross to use the Facility on a temporary basis as an emergency public shelter.
2. Shelter Management: The Red Cross will have primary responsibility for the operation of the shelter and will designate a Red Cross official, the Shelter Manager, to manage the sheltering activities. The Owner will designate a Facility Coordinator to coordinate with the Shelter Manager regarding the use of the Facility by the Red Cross.
3. Condition of Facility: The Facility Coordinator and Shelter Manager (or designee) will jointly conduct a pre-occupancy survey of the Facility before it is turned over to the Red Cross. They will use the first page of the [*Facility/Shelter Opening/Closing Form*](https://crossnet.redcross.org/forms/disaster_FacilityShelterOpenClose.pdf), available on CrossNet, to record any existing damage or conditions. The Facility Coordinator will identify and secure all equipment that the Red Cross should not use while sheltering in the Facility. The Red Cross will exercise reasonable care while using the Facility as a shelter and will make no modifications to the Facility without the express written approval of the Owner.
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6. Security: In coordination with the Facility Coordinator; the Shelter Manager, as he or she deems necessary and appropriate, will coordinate with law enforcement regarding any public safety issues at the Shelter.
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8. Closing the Shelter: The Red Cross will notify the Owner or Facility Coordinator of the closing date for the shelter. Before the Red Cross vacates the Facility, the Shelter Manager and Facility Coordinator will jointly conduct a post-occupancy survey, using the second page of the Shelter/Facility Opening/Closing Form to record any damage or conditions. The Shelter Manager and Facility Coordinator or Food Service Manager will conduct a post-occupancy inventory of the food and supplies used during the shelter operation.
9. Reimbursement: The Red Cross will reimburse the Owner for the following:
   1. *Damage to the Facility or other property of Owner*, reasonable wear and tear excepted, resulting from the operations of the Red Cross. Reimbursement for facility damage will be based on replacement at actual cash value. The Red Cross will select from among bids from at least three reputable contractors. The Red Cross is not responsible for storm damage or other damage caused by the disaster.
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   3. *Reasonable, actual, out-of-pocket operational costs*, including the costs of the utilities indicated below, to the extent that such costs would not have been incurred but for the Red Cross’s use of the Premises (both parties must initial all utilities to be reimbursed by the Red Cross):

|  |  |  |  |
| --- | --- | --- | --- |
|  | Owner initials |  | Red Cross initials |
| Water |  |  |  |
| Gas |  |  |  |
| Electricity |  |  |  |
| Waste Disposal |  |  |  |

The Owner will submit any request for reimbursement to the Red Cross within 60 days after the shelter closes. Any request for reimbursement for food, supplies or operational costs must be accompanied by supporting invoices. Any request for reimbursement for personnel costs must be accompanied by a list of the personnel with the dates and hours worked at the shelter.

1. Insurance: The Red Cross shall carry insurance coverage in the amounts of at least $1,000,000 per occurrence for Commercial General Liability and Automobile Liability. The Red Cross shall also carry Workers’ Compensation coverage with statutory limits for the jurisdiction within which the facility is located and $1,000,000 in Employers’ Liability.
2. Indemnification: The Red Cross shall defend, hold harmless, and indemnify Owner against any legal liability, including reasonable attorney fees, in respect to bodily injury, death and property damage arising from the negligence of the Red Cross during the use of the Premises.
3. Term: The term of this agreement begins on the date of the last signature below and ends 30 days after written notice by either party.

|  |  |  |
| --- | --- | --- |
|  |  | THE AMERICAN NATIONAL RED CROSS |
| Owner (legal name) |  | (legal name) |
|  |  |  |
| By (signature) |  | By (signature) |
|  |  |  |
| Name (printed) |  | Name (printed) |
|  |  |  |
| Title |  | Title |
|  |  |  |
| Date |  | Date |

Contact information

Map

Floor Plan

Annex 5: ARC Shelter Registration Forms (English and Spanish)





Annex 6: Regional Interim Shelter Checklist

**Regional Interim Shelter Checklists**

**Local Emergency Shelter Operations (through the EOC)\***

1. Assess need for local shelter operations *(Reference(s): Middlesex County EOP, pgs. 98-99, Gloucester County EOP, Support Annex#2, pgs. 3-6)*
2. Identify appropriate staffing for local shelter operations (*Reference(s): Middlesex County EOP, pg.100, Gloucester County EOP, Support Annex#2, pg. 5)*
3. Move Shelter Support Unit (SSU) and Pet Shelter Trailers to identified sites (*Reference:* *Gloucester County EOP, Support Annex#2, pg. 6)*
4. Identify shelter facilities and implement mutual aid agreements (*Reference(s): Middlesex County EOP, pg.100, Gloucester County EOP, Support Annex#2, pg. 6)*
5. Ensure communication with local EOC
6. Work with community partners to receive and care for evacuees (i.e. MRC, law enforcement, county officials, volunteer agencies, etc.) (*Reference(s):* *Middlesex County EOP, pg.101, Gloucester County EOP, Support Annex#2, pg.6)*
7. Work with law enforcement to ensure security of the shelter (*Reference(s): Middlesex County EOP, pg.98, Gloucester County EOP, Support Annex#2, pg.7)*
8. Ensure the appropriate staffing for mental health and functional needs for an indeterminate number of evacuees (*Reference(s): Middlesex County EOP, pg.98, Gloucester County EOP, Support Annex#2, pg.6)*
9. Work with each Counties PIO to ensure consistent public messaging regarding the shelter
10. Ensure procedures for evacuation are in place
11. Review and verify the maximum capacities for each potential facility (*Reference(s): Middlesex County EOP, pg. 98,100, Gloucester County EOP, Support Annex#2, pg.6*
12. Designate managers and other key staff personnel and establish communications (*Reference(s): Middlesex County EOP, pg.100, Gloucester County EOP, Support Annex#2, pg.6)*
13. Assign Volunteer EMS Crew at shelter facility and establish communications (*Reference(s): Middlesex County EOP, pg.98, Gloucester County EOP, Support Annex#2, pg.6*
14. Establish and maintain position logs and other necessary documentation
15. Provide mass feeding as required (*Reference(s): Gloucester County EOP, Support Annex#2, pg.6)*
16. Document expenses (*Reference(s): Middlesex County EOP, pg.100, Gloucester County EOP, Support Annex#2, pg.6, 13)*
17. Begin considering need for a regional interim shelter *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.14, 24)*
18. Begin planning for emergency shelter demobilization and transition to regional interim shelter *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg. 24,25)*

Other Concerns:

**Before Opening Regional Interim Shelter Operations**

1. Jurisdictional EOCs should communicate needs and provide status reports on sheltering needs both between emergency management, social services, and PIO/JIC regarding shelter numbers and need for Interim Sheltering *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.37)*
2. Activate the MOU with American Red Cross (ARC) *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.14)*
3. Identify and estimate the need for mass care services at the regional shelter *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.14)*
4. Reassess the appropriate staffing for mental health and functional needs for an determinate number of evacuees *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.14)*
5. Ensure that the regional interim shelter meets the requirements of the Americans with Disabilities Act *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.14)*
6. Identify sworn law enforcement officers to provide security at the shelter site
7. Alert building management/agency that you would like to open a regional interim shelter at their site *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.26)*
8. Inform the Virginia Emergency Operations Center that a regional shelter is opening *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.14)*
9. Host county will contact ARC to brief them in on current shelter operations *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.27)*
10. Identify and request County resources that can be transported to support the regional sheltering effort *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.14)*
11. Request assistance from support agencies within the County as appropriate *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.14)*
12. Coordinate the transportation of residents from the local shelter to the regional shelter *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.14,15)*
13. Coordinate the “handover” of documentation needed for the regional interim shelter *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.28)*
14. Provide communications equipment to facility operators that connect them to the host EOC *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.15)*
15. Work with each Counties PIO and the ARC to ensure consistent public messaging regarding the shelter *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.14)*
16. Ensure feeding and sheltering resources are in place *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg. 15)*
17. Ensure internal and external communication chains are in place *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.18-20)*
18. Ensure appropriate signage is placed on the outside and on the inside of the shelter facility
19. Assist ARC with final preparations for regional interim shelter operations *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.38)*
20. Brief stakeholders *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.17)*
21. Begin delivering public information as coordinated with ARC and stakeholders *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.18,19)*
22. Continue operational preparations for shelter occupation in accordance with ARC guidance *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.38)*
23. Execute transportation mission to move shelter residents to interim shelter *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.28)*
24. Continue assessing the requirements as required by the Americans with Disabilities Act *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.29)*
25. Plan for emergency shelter demobilization *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.25-26)*

Other Concerns:

**Opening Regional Interim Shelter**

1. Open Regional Interim Shelter in accordance with ARC procedures *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.26)*
2. Share local emergency shelter logs and other necessary files with ARC partners. Necessary files include:
   1. ARC Shelter Registration Form *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.70)*
3. Assess the impacted population and any medical, access, functional and language needs at the shelter *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.14)*
4. ARC will coordinate the provision of food, water, clothing, shelter, and other basic needs as required by the disaster *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.53)*
5. Assist the American Red Cross with inquiries and registration services to reunite families or respond to inquiries from relatives or friends (*Safe and Well Form)*
6. Maintain communication about shelter operations amongst ARC, the EOC and the local PIOs *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.18-20)*
7. Ensure that an ARC liaison is available to assist the ARC in coordinating information flow between the shelter and the EOC *(Reference(s): Gloucester and Middlesex Counties Regional Interim Shelter Plan, pg.25)*

Other Concerns:

\*Actions should be conducted every operational period in advance of regional call

# Referenced Plans and Documents

American Red Cross. (2012). *Shelter Services: Disaster Management Participant Handbook.* Los Angeles, CA: American National Red Cross.

American Red Cross. (2013). *Sheltering Handbook: Disaster Services.* American National Red Cross.

American Red Cross. (2002). *Standards For Hurricane Evacuation Shelter Selection: ARC 4496.*

American Red Cross. (2012). *Tropical Storm, Typhone, and Hurricane Annex.* American Red Cross.

Virginia Department of Emergency Management. (2015). *Commonwealth of Virginia Emergency Operations Plan.* Richmond, VA.

Gloucester County Emergency Operations Plan

Middlesex County Emergency Operations Plan

1. Please see *Appendix 1: Transition Algorithm from Emergency Shelter to Regional Interim Shelter Operations* for operational decision-making guidance for the transition between emergency and interim sheltering. [↑](#footnote-ref-1)