

STILLWATER COMMUNITY SHELTER ANNEX

I. Introduction

Events statewide have caused all levels of government to take a closer look at congregate care. This annex to the Stillwater Comprehensive Emergency Management Plan is for use by local officials in addressing the threat of disaster which may require the activation of public shelters due to evacuations, need for temporary warming, cooling or feeding.

II. Purpose

Historically, residents of a municipality have no desire to relocate to a public shelter. Residents are reluctant to leave their homes during a disaster and sometimes with perilous results. In some instances, in-place sheltering can be effective. However, when utilities are interrupted for long periods of time, especially during periods of temperature extremes the public may not be able to or may be unwilling to remain in their homes. The purpose of this annex is to ensure that all residents of the Town have access to a public shelter in the event of a natural or manmade disaster.

III. General Procedures

Potential hazards such as flash flooding, fires, hazardous materials spills or releases may require the evacuation of select areas within the Town. The actual emergency situation will determine the scope of the evacuation and the number of evacuees from a specific area.

In the event of a small scale incident, reception and care may be provided at a make shift shelter, at a nearby motel or with family and friends. In the event of a large scale evacuation/displacement of residents, or when Town Officials decide that a public shelter is required, the Community Center or other appropriate location may be designate the official shelter. In reality un-official or ad hoc neighborhood shelters are sometimes activated. While ad hoc shelters may serve their intended purpose but should be reported to and coordinated with the Stillwater EOC. To supplement the activation of the designated shelter the emergency management staff will notify the American Red Cross (ARC) through Saratoga County Emergency Services that a shelter is being established. The Red Cross will designate and deploy a trained shelter manager to assist with operations the designated facility. It must be understood at the outset that the ARC may be unable to provide other than minimal shelter management staff and the facility being used as a shelter must have a plan to prepare for, provide for operational support and be capable of recovering from an activation. It is imperative that each facility intending to become a shelter have an internal emergency activation and operation plan which can be supplemented by assistance from other disaster response organizations such as the ARC.

While the Red Cross may provide guidance, training and staffing it is incumbent that the Stillwater Area Community Center construct a shelter plan including preparedness measures, response activities and recovery measures in relation to activation of a shelter which shall be an appendix to this community shelter plan. Preparedness activities define what is to be done prior to the activation of a shelter including staffing, activation process and shelter supplies. Response activities include how the shelter will be activated and operated for the duration of the emergency. Recovery activities include demobilization and preparation for the next activation including an after action report outlining shortfalls, corrective measures including updates to the plan.

IV. Concept of Operations

1. Preparedness, normal operations
 - A. The SACC and the American Red Cross in coordination with the Emergency Management Committee will:
 1. Develop plans and procedures to receive and care for an undetermined number of evacuees.
 2. Evaluate and identify shelter needs.
 3. Designate staff and develop and operational plan.
 4. Identify shortfalls and develop plans to fulfill shortfalls.
2. Response, level 3 activation
 - A. A natural or manmade disaster is threatening the local area. The SACC, the American Red Cross and the Emergency Management Committee will
 1. Review plans and procedures and develop an operational strategy to activate the shelter
 2. Confirm task assignments and alert key personnel to stand by status
 3. Prepare the necessary forms
 4. Anticipate and resolve special problems such as special needs evacuees, closing of schools, pets etc.
 5. Begin record keeping of disaster related expenses and continue throughout the event.
3. Response level increased, level 2 and 1 activation
 - A. The disaster impacts the Town, requiring full scale implementation of the plan. The SACC, the Red Cross and the Emergency Operations Center Manager or Human Services designee shall:
 1. Activate shelter
 2. Receive and care for displaced persons
 3. Address special needs sheltering
 4. Register and maintain accurate records
 5. Provide mass feeding as required.
 6. Provide daily situation reports to the Local and County EOC.
4. Recovery Operations

- A. Adopt a strategy for long term care and transition of evacuees.
- B. The SACC, the Red Cross or other appropriate agencies or organizations continue to receive and care for displaced persons.
- C. Provide mass feeding as required.
- D. Continue to provide for short term needs for lodging.
- E. Consolidate and report disaster related expenses.
- F. Prepare a demobilization plan for shelter operations
- G. Gather stakeholders and prepare an after action report for shelter operations.
- H. Make modifications or improvements to plans as required by the after action report.

V. Assignment of Responsibilities

As demonstrated by repeated events, a disaster may require response by local, county, state and federal governments. With the response of multiple levels of government, the coordination between all agencies is necessary. In addition large scale events will be easier to manage using a Unified Command Structure. The Incident Command System (ICS) is a means for ensuring that the required coordination is realized. The Community of Stillwater will organize its response to a disaster utilizing the Incident Command System. Sheltering falls under the Operations Section within the Human Services Functional Group. Sheltering missions will be tasked through the Operations section and shall be supported by the Planning, Logistics and Finance Administration Sections of the EOC.

VI. Organizational Assignments

1. The Stillwater EOC Manager assisted by the Human Services Group Leader is responsible for;
 - A. Alerting the Stillwater Area Community Center and the Red Cross to activate the shelter.
 - B. Contacting the Public Information Officer to prepare materials to be disseminated to the public through the media.
 - C. Designate facilities for the use of emergency responders if required.
 - D. Coordinate Security and EMS services for shelters.
 - E. Coordinate requests for assistance from the public.
 - F. Obtain assistance in moving people who need assistance into the shelters.
 - G. Coordinate mental health services.
 - H. Provide assistance for special needs populations.
 - I. Activate the pet shelter plan in coordination with the community shelter.
2. The American Red Cross is responsible for:
 - A. Maintaining an inventory of public shelters.

- B. Recruiting and training shelter managers, who will set up and administer shelter operations and assign, train, and supervise shelter personnel.
 - C. To assist with the activation, operating, and demobilizing public shelters.
 - D. Provide emergency services for the public in designated shelters.
 - E. Provide the EOC Manager via the Planning Section, Situation Unit updates and situation reports on shelter status and of any equipment or supplies that are needed or over stocked.
 - F. Coordinate with other Volunteers Active in Disaster (VOAD) representatives in the operation of the shelters and service to the citizens of the Community.
3. The Local Police Department is responsible for;
 - A. Implementing traffic control procedures at shelter sites.
 - B. Providing assistance in evacuating hazardous areas.
 - C. Providing security and law enforcement for shelters and evacuated areas.
 4. The Information Officer is responsible for disseminating the information received and approved by officials within a Joint Information Center (JIC);
 - A. Publicizing a list of active shelters and distribute to local media.
 - B. Publicizing what is appropriate to bring or not bring, to the shelters.
 - C. Public phone numbers for obtaining emergency information.
 - D. A contact number for special need victims to request assistance.
 - E. Develop emergency public information materials with instructions to the public in reference to shelters.
 - F. Provide emergency public information for distribution by area media outlets.
 - G. Coordinate with the County on the activation of any Emergency Information System, for public notification.
 - H. Coordinate within the JIC public inquiries with the Chief Elected Officials and the EOC Manager.
 5. The Code Enforcement Officer or Fire Marshal is responsible for;
 - A. Inspection of buildings and shelters for safety of the occupants.
 - B. Suggesting safety measures for shelters to the Emergency Operations Center.
 6. The Consolidated Health Board shall;
 - A. Coordinate with the shelter to provide public health, medical care and to activate the mental health plan at shelter facilities including the distribution of drugs, vaccines and other medications that may be required.
 - B. Coordinate with local or State departments of Health, Social Service, Aging and Mental Health to provide assistance to at the shelter.

VII. Demobilization Activities

1. It is expected that the Human Services Unit will formulate short term and long term repatriation plans to move evacuees out of the public shelters either back to their homes or into long term housing solutions in cooperation with state and federal agencies.
 - A. Short term and long term mental health assistance may be required for those who have lost their homes or have experienced an emergency or disaster event.
 - B. There should be an assessment of short term and long term unmet needs of the affected residents, and report those unmet needs to participating human services organizations or agencies.
2. The Police Department will implement a traffic plan to ensure an orderly and safe return of evacuees to their homes.
 - A. Both short term and long term traffic plans may be required and coordinated with other transportation stakeholders.
3. The Town shall assist the Red Cross or other human services agencies in returning or distributing unused supplies to those in need.
4. The Red Cross will close shelters by;
 - A. Removing Red Cross ID
 - B. Making a post-use survey of the facility by the last shelter manager and delivering to the Town.
 - C. Return all borrowed and rented equipment.
 - D. Reconcile any charges or invoices for purchases.
 - E. Arrange for cleanup of the shelters prior to returning to those responsible for the facility.
5. Local sheltering organizations will close shelters, and execute their demobilization and long term recovery plans.
6. Local shelters may be utilized by short or long term recovery agencies as a reception center to provide assistance to affected residents.

VIII Reception Center Operations

1. As a result of an incident that affects a small portion of the community or as a result of an incident involving multiple casualties, the families of victims or where a reception center may be required, a partial activation of the official shelter may be required.
2. A reception center is a facility where a number of agencies are staffed to assist affected people both residents and non residents.
3. Assisting agencies may include the ARC, mental health providers, legal aid, various human services organizations, public health providers and other participating organizations both public and private.
4. It is expected that the official shelter will be used to provide office space, interviewing space and basic comforts for both visitors and organizational staff.

SHELTER RESIDENT INFORMATION

Welcome

We hope that your stay will be as pleasant as possible under the circumstances. Please take a few minutes to read this sheet, as it contains important information that you will need while staying in this shelter.

Registration

Please sign in at the registration area if you have not already done so. Registration is required so we have records necessary to help you. All registration information is kept confidential. Please leave a forwarding address when relocating out of the shelter. This will allow the appropriate agencies or family members to continue to assist you. Please sign in and out each time you enter or depart the shelter and provide any contact information.

Smoking or Use of Tobacco Products

You are not allowed to smoke, use tobacco products, matches, or lighters in the shelter.

Personal Valuables

We cannot assume responsibility for your belongings. We recommend that valuables be locked in your car, out of sight, if possible. If that is impossible, keep valuable items with you.

Pets

We understand that your pets are very important to you. For health and safety reasons, pets are not allowed in the shelter. A pet shelter has been made available in close proximity of the Community shelter, otherwise it is your responsibility to make provisions for your pet(s) before entering the shelter. If you need help in locating a kennel for your pet, please see the shelter staff. The only exceptions to this rule are service animals for people with disabilities.

Children

Parents are responsible for keeping track of and controlling the actions of their children. They are not to be left unattended and shall not be allowed to be unruly.

Medical

Notify our staff of any medications that you are taking and are not in possession of. If you have a medical condition, problems or are not feeling well, please contact the shelter staff immediately.

Alcohol, Drugs

You are not allowed to possess or use alcohol or illegal drugs in any part of this shelter. There is zero tolerance and you will be asked to leave in the event of any violation.

Weapons

No weapons are allowed in the shelter except those of designated police or security staff.

Volunteering

Shelter residents are encouraged to help in the shelter. There are many jobs that do not require special training. Please see the staff if you would like help.

Housekeeping

Please help keep your temporary home clean. Please pick up after yourself and help us with cleanup when possible. Food and drinks, other than water, are not allowed in the sleeping area.

Quiet Hours

Quiet hours are enforced in the sleeping area between the posted hours (normally 11:00PM and 7:00 AM). However, sleeping areas as well as adjacent areas should be kept quiet as possible at all times of the day.

News Media

News media representatives often visit shelters during disaster operations. They will be allowed to enter the shelter and request interviews or photographs. They will first ask your permission, and it is your right to refuse. Please report any problems with the media to the shelter manager.

Special Needs

If you have any special requirements, such as a special diet, equipment or physical needs please notify the appropriate staff.

Problems and Complaints

Please direct all comments about the shelter operation to the shelter manager.

SHELTER MANAGER **Responsibilities**

ACTIVATING SHELTER OPERATIONS

- Notify the local and County EOC of the shelter activation
- Coordinate shelter information with the Public Information Officer
- Establish contact with the Red Cross Shelter Coordinator
 - Provide information about the type and scope of the disaster in your community
 - Provide an estimate of shelter population and duration of the disaster
- Determine the Shelter layout
 - Provide room for registration, sleeping, feeding, food preparation, private area for health Issues, management team area, recreation, information sharing, and storage for shelter supplies and personal items.
- Put up Shelter Identification
- Notify and assign staff
- Brief Staff
- Distribute shelter rules
- Assess feeding options
 - Include Red Cross Shelter Coordinator
- Establish and maintain a shelter log. Maintain the following information:
 - contacts
 - phone numbers
 - activities
 - problems
 - reports

DAILY SHELTER OPERATIONS

- Maintain regular communication with shelter management team.
 - report current and anticipated status, needs, problems, and plans to the human needs unit manager at the Community EOC
- Ensure that shelter residents are receiving up to date information about the
 - disaster
 - recovery process
 - resources available
 - available services including mental health and other public services
- Conduct shelter meetings
- Ensure that a system is in place to monitor purchases and requisitions
- Daily inspect the safety and sanitation of the shelter

DEMOBILIZING THE SHELTER

- Coordinate plans to close the shelter with all stakeholders
- Ensure that the building is returned to pre-disaster condition
 - return borrowed items
 - arrange for the disposition of unused commodities
 - arrange for cleaning the facility
- Submit the following information to the Finance Administration Section
 - list of financial commitments
 - list of volunteer workers and time worked
 - list of organizations or helpers that should be recognized. Include name, point of contact; and

- descriptions of contributions including contributor and point of contact
- insure that left over commodities and goods are accounted for and provide name and contact information of persons or organizations that take possession of such items.

FEEDING

- Establish a snack and beverage service as soon as possible.
- Determine if fast-food is available for the first 24 hours.
- Identify and organize areas for
 - Food preparation
 - Serving and feeding
 - Food storage
 - Garbage disposal
- An inventory of food supplies on hand should be available as a preparedness activity.
- Check with local food pantries, school cafeterias, and other local food resources to determine if they have food that can be used. Establish contacts and resources available as a preparedness activity.
- Determine the availability and supply of utilities. (Propane gas, electricity, etc.)
- Plan simple menus that will meet the dietary and cultural needs of the residents.
- Be aware that efforts of providing food must be coordinated with all that will attempt to provide food. Coordination should be through the community EOC, human services coordinator.
- Secure, maintain, and submit receipts for all purchases.
- Keep a written inventory of all shelter resources including food and supplies
- Ensure that food preparation, serving, dining, and storage areas are kept sanitary, mass sickness in a shelter environment is not acceptable.
- Provide daily statistics on the number of persons being served to the human services coordinator in the EOC.

SHELTER SERVICES

- Post signs on the outside of the building to identify your shelter.
- Establish a “message board” for resident messages and for information.
- Post a copy of the “Shelter rules”.
- Conduct a shelter meeting to ensure that all residents understand procedures and that all residents can express their shelter related concerns.
- Work to provide information about the disaster relief operation to the shelter residents. Set up a television or radio. Provide a newspaper if possible. Otherwise post verified information or hold periodic meetings to share information.

- Work to dispel rumors, provide factual, up to date information to all shelter residents.
- Set up a recreation area and arrange recreational activities.
- Determine the availability and, if possible, arrange for laundry facilities, shower facilities, shelter area for pets.
- Determine the need and provide for onsite Mental Health services.
- Determine the need for and provide for onsite security.
- Arrange for appropriate garbage disposal.
- Establish protocols for traffic and parking.

DISASTER HEALTH

- Check to see what kind of EMS support is available to the shelter. Is it possible to transport?
- Assess the medical needs of the shelter residents. Refer seriously ill and injured to EMS.
- Treat minor injuries according to health protocols.
- Assist with arrangements for lost prescriptions with the State Health Department.
- Be aware of any persons who have communicable diseases, isolate them, and report any noticeable trends to the shelter coordinator.
- Arrange for the special needs of infants, elderly, or persons with disabilities.
- Determine need for special diets (including infant formula).
- Prevent pre-existing health problems from getting worse.
- Determine the need for alternate housing for residents with special needs.
- In cooperation with the shelter manager, develop a system to ensure that the sanitation of health care area, feeding area, food preparation and storage areas, and bathrooms is maintained.
- Ensure that bathroom facilities are adequate. Check into the availability of potable toilets if necessary.
- Secure all medical supplies.
- Ensure that there is 24hour medical coverage.
- Maintain records of all medically related activity.
- Provide for mental health services onsite.