Emergency Sheltering

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Objectives

1. Describe shelter services and functions
2. Describe general shelter roles
Shelters Provide . . .

- Shelter . . . A roof overhead!
- Meals
- Assistance with medical equipment needs
- Place to charge their phone
- Assistance with prescriptions
- Referrals

No one is turned away:
- Everyone is welcome.
- Shelters are public spaces.
- Everyone is entitled to safety and protection.
Partner Services

- **Health Dept**: medical services, public health guidance
- **Law Enforcement**: security
- **Emergency Management**: coordination, resources
- **Behavioral Health & Developmental Services**: mental health
- **Animal Care Organizations**: pet shelters
Sheltering Options

Plus

Congregate Sheltering

Non-Congregate Sheltering
Shelter Operations

- Activation & Set-Up
- Registration
- Daily Operations and Dormitory Management
- Resident Transition & Discharge
- Breakdown & Demobilize
Shelter Operations

Activation & Set-Up

Registration

Daily Operations and Dormitory Management

Resident Transition & Discharge

Breakdown & Demobilize
Setting-Up the Shelter

• Staff are activated and deployed to the shelter site(s)

• First shift(s) may help set up shelter
  • Command
  • Registration
  • Dormitory
  • Screening
  • Medical Area
  • Cafeteria
  • Pet
  • Other

• Shelter supplies may vary
Shelter Operations

- Activation & Set-Up
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Who’s Coming?

Yes, Evacuees! Also . . .

- Staff and Volunteers
- Evacuees with service animals
- Evacuees with pets
- Media
Shelter Rules

• No Smoking
• No Weapons
• No Alcohol or Drugs
• Use of electronics
• Registered sex offenders

Reminders:
• Shelters are public, community spaces.
• Staff do not supervise residents’ children.
Access and Functional Needs

- Children
- People Who Live in Institutional Settings
- Older Adults
- Pregnant Women
- People with Disabilities
- People with Chronic Conditions
- People with Pharmacological Dependency
- People with Limited Access to Transportation
- Limited English Proficiency/Non-English Speakers
- People of Low Socioeconomic Status
- Individuals Experiencing Homelessness
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Dorm Space

• Evacuees become “shelter residents” once registered.
• Staff may help residents find appropriate dormitory space based on their needs (electrical, restroom access, mobility, vision, etc.).
Dormitory Responsibilities

- Help residents know the facility and where things are
- Answer questions, provide information, coordinate activities
- Maintain safety (e.g., aisles clear, access to fire exits, illness, etc.)
- Conduct resident head-counts
- Situational awareness: Circulate, “read the room,” cleanliness, parental supervision, etc.
- Assist residents with tasks (e.g., meals delivered for those with limited mobility)
- Ensure shelter rules are followed
- Take notes, report incidents
- Problem-solve and take corrective action
Shelter Operations

- Activation & Set-Up
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Discharge Procedures

• Where does resident intend to go

• Are there any transportation or other unmet emergency needs; if yes, refer them to transition services, DSS or other local resource.

• Paperwork may vary... some jurisdictions don’t have a formal discharge process.
Shelter Operations

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- Breakdown & Demobilize
Shelter Break-down

- Clear remaining items in vacated residents’ assigned area
- Pack supplies and equipment
- Conduct inventories as assigned
- Return site to its original condition
Shelter Roles
Shelter Role: Management

• **Shelter Manager**: Responsible for overall shelter management of all staff and residents; typically a DSS or Red Cross role.

• **Site Liaison**: Works with the Shelter Manager to set-up, operate, and break down the shelter with particular focus on available or potential local or site-specific resources; typically a facility staff person.
Shelter Role: General Support

• Register evacuees
• Anticipate and identify needs
• Provide assistance to shelter residents
• Assess needs and connect to services on site
• Solve problems and resolve issues
Other Shelter Roles

- **Public Health**: Oversees the medical area and services (including COVID-19 screening)
- **Behavioral Health**: Supports emotional health of staff and residents
- **Emergency Management**: Process resource requests (typically off site)
- **Law Enforcement**: Oversees security, parking, safety for the shelter facility
- **Animal Care**: Directs and manages pet sheltering functions
Thank You!