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Version: 1.1   September 10, 2018

Burnet Community Center Disaster Shelter

Handbook 2017

Table of Contents

I. Pre-planning

Checklist, forms and supplies are located in the Red Cross Trailer.   Access to the trailer is through the Red Cross or the Burnet County Emergency Coordinator. Use this checklist to help set up the shelter and get it ready for residents to arrive.

A.   Forms

- ☐ Shelter Registration Forms (English and Spanish)
- ☐ Shelter Resident Information Handouts
- ☐ Initial Intake and Assessment Tool with Instructions
- ☐ Multilingual Shelter Communication Tool
- ☐ Unaccompanied Minors Report Form
- ☐ Personnel Sign In/Out
- ☐ Shelter Resident Sign In/Out
- ☐ Self-Inspection Worksheet
- ☐ Media Personnel Sign-In/Out

- ☐ Shelter Incident Log
- ☐ Visitor Sign-In/Out
- ☐ Security Personal Sign In/Out
- ☐ Safe and Well Documents
  - Emergency Welfare Inquiry Form
  - Safe and Well Registration Form

- ☐ Shelter Inventory
- ☐ Volunteer Job Assignment
- ☐ The 3-R's for Rules
- ☐ Signage of the 3-R's

B.   Supplies

- Pens, stapler, all types of tape, paper clips, hole punch, etc.
- Organizational folders and binders for forms
- Hand Sanitizer
- Directional and Appropriate Signage (see Providing Information section   below)
- Poster Boards and Markers

II.   Opening and Organizing the Shelter

Use this checklist to help set up the shelter and get it ready for residents to arrive.

A.   Volunteers Report to Shelter

- ☐ Must have 20-25 volunteers to open shelter.
- ☐ Sign in and get your assignment.
- ☐ Determine who your supervisor is and exchange contact information.
- ☐ Establish a work schedule for subcommittee with supervisor.

B.   Checking the facility

- ☐ Be aware of any pre-existing damage. If you notice any damage, take pictures, if possible, alert your supervisor immediately.
- ☐ Inquire about equipment and products that are available for shelter use. Put signs on any equipment or products that are not to be used, or secure them in a separate area.
- ☐ Take an initial inventory of all items using the *Shelter Inventory* form. Use one form for facility supplies such as kitchen equipment and paper towels, and another form for CERT supplies such as comfort kits and food.
- ☐ As you set up any area, consider accessibility for people with functional and access needs, such as people with visual impairments or who are non-English speakers.

C.   Physical Set-Up (Map) Per Shelter Location

- ☐ Map located in Appendix 5C.

D.   Registration

- **Forms and Supplies**

- ☐ Shelter Registration Forms (English and Spanish)
- ☐ Shelter Resident Information Handouts
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- ☐ Multilingual Shelter Communication Tool
- ☐ Unaccompanied Minors Report Form
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  - Safe and Well Registration Form

- ☐ Shelter Inventory
- ☐ Volunteer Job Assignment
- ☐ The 3-R's for Rules
- ☐ Signage of the 3-R's

- **Registration Physical Setup**

  Use this checklist to help set up the shelter and get it ready for residents to arrive.

  ☐ Allow space for a reception area. Keep it far enough away from registration tables that there are no privacy concerns.

  ☐ Set up a table with snack and water in the reception area.

  ☐ Place the registration table(s) as close to the main entrance as possible to welcome those entering the shelter.

  ☐ Ensure the setup allows access for people with disabilities and/or functional/access needs, such as wheelchairs and service animals.

  ☐ Use enough tables and chairs to provide comfort, efficiency and confidentiality.   Don't put tables or chairs too close to each other.

  ☐ To support effective registration efforts and provide a secure environment, use only one entrance to the building, if possible. Use effective signage or position shelter staff at other entrances to direct shelter residents to appropriate areas. However, **fire exits should never be blocked.**

E.   Providing Information

- **Supplies**

  ☐ Obtain supplies from the CERT shelter supply kit as needed, including shelter signage, tape, paper, pens, and markers.

- **External Signage**

  ☐ Post signs from main roads so that the shelter can be located. Keep a log of where signs are posted so they can be updated or removed as necessary.

  ☐ Signage on the outside of the building should direct residents to the entrance where registration is set up. Every parking lot and every possible entrance should feature a sign directing people to the registration area.

  ☐ If the handicap accessible entrance is located in a different location than the main entrance, be sure to provide signage directing residents to both.

  ☐ No Smoking Areas

- **Internal Signage**

  Post signs to identify the following areas, when applicable:

  ☐ Registration
  ☐ Dormitory
  ☐ Cafeteria
  ☐ Health Services
  ☐ Staff   Area
  ☐ Children's Play Area
  ☐ Men's/Women's Restrooms

  ☐ Security
  ☐ Administrative Area
  ☐ Information Desk/Community
  ☐ Emergency Exits
  ☐ No Smoking Area
  ☐ Quiet Area

☐ Ensure that CERT identification is posted all around the shelter, at least one per wall in large rooms, including the exterior of the facility and all common areas.

☐ Post signs in applicable languages and large print, as needed. Inform your supervisor if the language needed is not in the shelter supply kit.

☐ Post a bulletin board with an introductory welcome message, as well as shelter rules and other helpful information.

☐ Post information about the daily schedule (meal times, lights out, etc.) as soon as possible.

F. Dormitory

- **Cots and Comfort Kits**

☐ Set up an area to distribute comfort kits and other appropriate items, as needed. Do not put them out on cots in advance. Do not distribute them to children.

☐ Set up standard cots before residents arrive, when possible. Do not set up universal cots in advance.

☐ Ask your supervisor if you should place blankets on cots in advance. Plan for two blankets per person.

☐ Make a resident location chart, to be used for finding people within the dormitory. Post it where it will be accessible only to staff members.

☐ Post the CERTS Poster Kit 906 *Rules for a CERT-Shelter* where they are clearly visible.

G. Feeding

- **Facility**

☐ Set up a canteen with a variety of snacks and drinks as appropriate. Must remain in dining area.

☐ Set up a dining area for meals. Set up enough tables and chairs to accommodate the maximum number of people you are expecting to serve, or establish two feeding times.

☐ Place hand sanitizer at the beginning of the food service line and on the tables.

☐ Plan for the traffic flow, ease of access for those with functional or access needs, and overall organization.

☐ Consider how to accommodate residents who require access to food or refrigeration of medication during non-meal times.

- **Food/Supplies/Equipment**

☐ Find out about the feeding plan. Will meals come from a local vendor, contracted vendor, on-site kitchen or other sources?

☐ Make sure the food and beverage table in the registration area is well-stocked.

☐ Familiarize yourself with the feeding/kitchen area and the equipment: beverage/food s, coolers, hot water machines, ice machines, coffee percolators/urns, etc.

☐ Familiarize yourself with the mass care items that can be distributed: snacks, water, comfort kits, etc.

☐ Provide for trash disposal.

- **Signs**

☐ Post signs providing information for residents, including meal/snack times, availability of beverages, etc. Signs may need to be in multiple languages and large print, depending on the resident population.

☐ Post food safety information for the feeding staff, including reminders to wash hands, cooking temperatures for food, etc.

☐ Trash.

III. Operating the Shelter

Use this checklist for daily operation of the shelter.

A.   For All Areas

- **Facility**
  - ☐ Inspect the area for safety, security and sanitation issues at least once per shift and/or twice per day.   Report the results on the *Shelter Shift Inspection* form.
  - ☐ If you observe any damage, alert your supervisor immediately.
  - ☐ Ensure that all signs, including CERTS identification and signs around the exterior perimeter remain posted and are updated as needed.

- **Reports and Logs**
  - ☐ Sign in and out for every shift.
  - ☐ Find out what data should be reported to your supervisor and when it should be reported, such as number of new registrations or number of meals served.
  - ☐ Update the *Shelter Log* with any unusual events, situations, problems, solutions, etc.   (See Shelter Incident form)
  - ☐ Review the *Shelter Log* at the beginning of your shift.
  - ☐ Talk with shelter residents regularly and communicate their concerns to your supervisor.
  - ☐ Sharing information is vital. Brief incoming staff with all relevant information, including:
    - o Any maintenance issues.
    - o Supplies that have been depleted or are running low, as well as any additional supplies that are needed.
    - o Names of residents who have offered to help during the shift.
    - o Resident needs (i.e., translators, medical, mental health, dietary restrictions, etc.)

- **Helpers**
  - ☐ Recruit shelter residents to help with tasks that don't involve access to resident information. Tasks could include floor monitor or runner in the registration area, garbage removal, sweeping, mopping, etc.
  - ☐ Create a chore chart for residents to sign up if needed.

B.   Registration

When residents arrive at a shelter, the registration table is their first contact with the CERT member. Remember that they are displaced from their homes, possibly separated from loved ones, or may have medical, functional or access needs. It is important to help them feel safe, comfortable and welcome. Register them as quickly as possible, be patient, and above all, treat them with respect.

- **Reception**
  - ☐ Regularly acknowledge and see to the needs of families who are waiting to be registered.
  - ☐ Identify residents who have immediate needs, such as medical attention, and refer them to the appropriate person.
  - ☐ If the registration area is busy, distribute the *Shelter Resident Information* handout and explain the rules to each family before they reach the registration table.

- **Registration Process**
  - ☐ Register residents using the *Shelter Registration Form*—one per household.
  - ☐ Cot assignments will be made at the time of registration and a master list will be retained by the shelter manager.
  - ☐ Complete one *Initial Intake and Assessment Tool* per household to ensure proper assistance for residents with medical or functional needs, dietary concerns, or behavioral health assistance.
  - ☐ If registration forms are not available, use index cards or sheets of lined paper. When needed, request to use the facility's copier machine.
  - ☐ Point out the rules poster and give each family a copy of the *Shelter Resident Information* handout.
  - ☐ Remind residents that they are to notify someone at registration each time they leave or return to the shelter.
  - ☐ Ask about processes for the following:
    - o Making referrals when needs are identified on the *Initial Intake and Assessment Tool*.
    - o Organizing and filing registration forms.
    - o Tracking residents as they come and go from the shelter (temporarily or permanently).
  - ☐ Notify the shelter manager or your supervisor immediately if:
    - o An unaccompanied minor needs to register.
    - o Someone answers "yes" to the question on the *Shelter Registration Form* about needing to register with a government agency.

- **Reporting**
  - ☐ Maintain shelter statistics and, on request, report this information to your supervisor or shelter manager.
  - ☐ Ensure that all forms are kept confidential and secure.   Only the shelter manager, shift supervisor, or higher may have access to these forms. Media and law enforcement are not permitted to walk around the shelter or obtain forms or the information on them. If asked to share this information, immediately inform your supervisor or shelter manager so they can determine the appropriate action.
  - ☐ Record the number of new registrations on the *Daily Shelter Report*.

- **Shelter Visitors**
  - ☐ In order to protect the privacy of shelter residents, you cannot confirm the presence of any resident within the shelter.
  - ☐ All visitors, including media and politicians, should be greeted and treated in a professional manner and not turned away. Ask them politely to wait while you get the shelter manager or shift supervisor.
  - ☐ Ask media to sign in on the *Media Sign In/Out* sheet and wait while you get the shelter manager. Immediately contact the shelter manager and, if available, someone in Disaster Public Affairs.
  - ☐ Know and follow the procedures at your shelter for handling all types of donations.
  - ☐ Use the *Resource Record (Form 6455)* to record all accepted donations.

C.   Providing Information

Remember that you are the liaison between the information the residents receive and the disaster operation and shelter staff. Do not assume that everyone can read posted notices or hear spoken announcements.

- **Communication Methods**

  Use various methods for communicating important information to shelter residents.

- □ Signage in appropriate languages
- □ Bulletin Board
- □ Flyers
- □ Resident Meetings
- □ Information Desk
- □ PA Announcements
- □ One-on-One Conversations

- **Disseminate Information**
  - □ Make sure residents are aware of general shelter information—meal times, lights out, etc.
  - □ Update residents on the status of the disaster.
  - □ Provide information on the Disaster Relief Operation.
  - □ Provide information about community resources that might be available to help meet disaster- caused needs of shelter residents, including government, non-profit and faith-based resources. This could also include information such as nearby Laundromats, public transportation and pet shelters.
  - □ Remind residents that any personal items they bring into the shelter are their responsibility.
  - □ Ensure that residents who were not able to attend shelter meetings receive pertinent information.
  - □ Inform residents about safety concerns and issues at the shelter.

- **Confirming Information**
  - □ Confirm all information. Do not disseminate information until it has been confirmed, and work with shelter staff to dispel rumors.
  - □ Keep an updated rumor/fact board to dispel rumors in the shelter.

D.   Dormitory

- **Supplies**
  - □ Distribute comfort kits, one per resident (should last ~3 days). Do not give them directly to children.
  - □ Distribute blankets, allowing two per cot.

- **Monitoring**
  - □ Circulate through the dormitory and surrounding areas regularly to make sure that they are secure.
  - □ Monitor sleeping areas at night.
  - □ Monitor the area to prevent residents from bringing firearms, alcohol, non-prescription drugs, tobacco, etc., into the dormitory.
  - □ Be sure there is adequate ventilation and that the room temperature is comfortable.
  - □ Ensure no food or drinks other than water are consumed in the dormitory area.
  - □ Make sure lighting is dim during sleeping times.
  - □ Look for tripping hazards and make sure aisles are maintained.
  - □ If you see that rules are being broken, enforce the rules in the most polite and respectful way possible.

- **Reporting**
  - □ Provide a daily midnight headcount at the direction of your.   For some operations, a noon count will be conducted.

E.   Feeding

- **Inventory**
  - ☐ <u>Write everything down.</u> Track initial inventory, the number of meals/snacks served, and the number of mass care items given out.
  - ☐ Make sure you understand and follow the shelter's process for inventory of meals and snacks.
  - ☐ A bottle of water is counted as a snack if given without a meal.
  - ☐ Make sure the canteen area and reception snack table are kept appropriately stocked.

- **Serving Food**
  - ☐ Assist with preparing and serving meals at the direction of your supervisor.
  - ☐ Be sure to practice safe food handling at all times.

F.   Medical

- Make a referral to a health worker if someone needs medical attention.

IV. Closing the Shelter

Use this checklist to help close the shelter.

A. General

- **Cleaning**
  - ☐ Clean areas of the facility that have been used during sheltering, per your supervisor's instructions; return the facility to as close to pre-disaster condition as possible.
  - ☐ If you notice any damage, take pictures, if possible, and alert your supervisor immediately.
  - ☐ Ensure that all equipment and supplies are properly cleaned, disposed of or returned to the appropriate place.

- **Reporting/Inventory**
  - ☐ Use the *Shelter Inventory* form and *Resource Record (Form 6455)* to take inventory and find out where items should be directed at closing.
  - ☐ Make any final additions to the *Shelter Log*.

B. Check-Out Procedures

- **Reporting**
  - ☐ Upon residents' final departure, record a post-disaster address on the *Shelter Registration Form* and note that residents have left the shelter permanently.
  - ☐ Make sure registration forms remain secure during the closing of the shelter.
  - ☐ Ask your supervisor about the appropriate disposition for all forms, including the registration forms.
  - ☐ Match all registration forms to excess form making sure all residences are accounted for.

- **Supplies**
  - ☐ Restock the shelter supply kit, as instructed by your supervisor, using its initial inventory as your guide.

C. Providing information

- **Supplies**
  - ☐ Remove posters, banners and signs from all areas of the shelter, including the exterior, using the signage log of locations. Save for reuse whenever possible.
  - ☐ Remember to remove any signage posted in and around the community directing people to the shelter.

- **Residents**
  - ☐ Communicate closing information to residents as soon as it is confirmed. Provide 48-hour notice, whenever possible. Provide both oral and written notice. Make sure all residents are notified, including those with functional, access and language needs.
  - ☐ Communicate with residents one-on-one. If you learn that residents are experiencing barriers prohibiting them from leaving the shelter, communicate these concerns to your supervisor.

D. Dormitory

- **Cots**
  - ☐ When possible, clean and dry all cots per the manufacturing label or cot cleaning instructions, having shelter residents assist, if possible.
  - ☐ If a cot was set up, it should be cleaned whether it was slept on or not.
  - ☐ If cleaning cots is not possible, clearly identify used and unused cots and keep them separated, so they can be cleaned upon return.
  - ☐ Clearly mark any broken or incomplete cots.

E. Feeding

- **Residents**
  - ☐ Make sure residents know when the last meal will be served.

- **Supplies/Equipment**
  - ☐ If the facility's food supplies have been used, check with your supervisor to see if they should be restocked.
  - ☐ Consult with your supervisor to determine disposition of excess food items and supplies, as well as how they should be packed.
  - ☐ Keep perishable items separate from non-perishable items and separate food items from cleaning supplies.
  - ☐ Make sure all equipment has been rinsed, washed, and sanitized. Special attention should be paid to the rubber gasket and nozzle heads of the food and beverage.

F. Health Service
- **Return all medicines to residents.**

Addendum - Shelter Information

Planning Space

- ☐ Find out what the space plan is for the dormitory/sleeping areas, including the potential for separate spaces for families with small children, the elderly, single men, single women, night workers who sleep during the day and any other unique situation.
- ☐ Designate dormitory space using the following guidelines:
  - o Evacuation shelters:
    - ▪ Allow ~20 square feet per person, or the size of a single air mattress with a few inches around it to spare.
    - ▪ The space for each person does not need to be marked.
  - o Post-impact shelters:
    - ▪ Allow ~40-60 square feet of sleeping space per person, or about a 5 foot by 8 foot area.
    - ▪ Allow ~100 square feet of sleeping space per person with support equipment such as wheelchairs, lift equipment or service animals.
- ☐ Plan for ease-of-movement. Provide walkways of 4-6 feet as needed (wide enough for a wheelchair or two people to pass through).
- ☐ Include access for persons with disabilities and other forms of support for people with particular needs (i.e., a mobility disability, hearing or sight impaired with or without service animal, etc.)

- ☐ Ask where they would like their sleeping space to be in the dormitory. They may prefer to be close to emergency exits, restrooms, or a power source depending on their needs.

Appendix 5C - Burnet Community Center

Key to above blueprint:

→ Arrows indicate entrance to the building.

Sign for   Items written in **blue** indicate various information signs

Appendix 5C.1 - Burnet Community Center Floor Plan
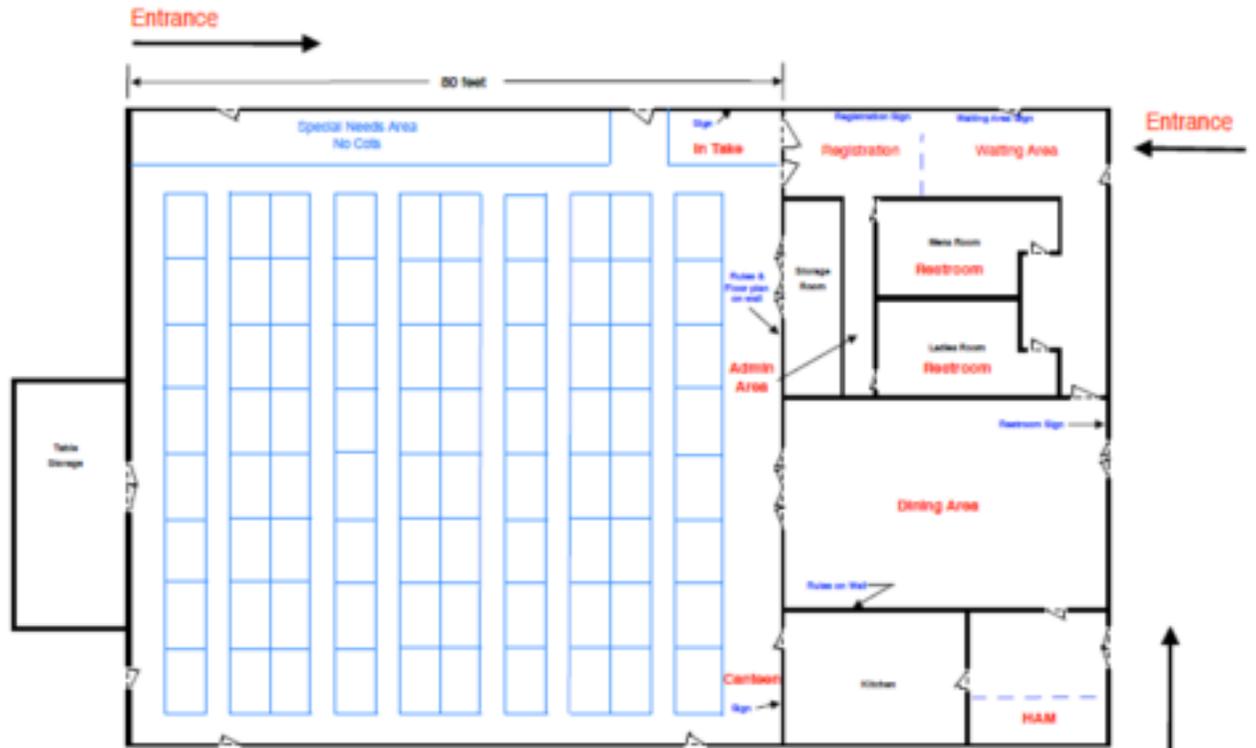
Dormitory Area Marked Out In Blue
- Each space is 5' x 8' or 40 square feet
- Aisles are 3' wide
- Maximum is 80 people
- Singles to be placed in single wide rows
- Families to be placed in double wide rows

City of Burnet Community Center
401 E. Jackson
Burnet, TX 78611

Personnel Sign-In/Out

American Red Cross

Shelter Staff Sign-In/Out Sheet

DR # _____   DR Name _____   Shelter Name/ Location _____

Date	First Name	Last Name	DSHR or Partner ID #	Phone #	Position	Time In	Time Out	New or Returning

Shelter Staff Sign-In/Out Sheet   Page _____ of _____   03/12

Rules

A shelter must have guidelines to protect the safety and well-being of everyone. Standard shelter rules prohibit:

- *Pets, except for service animals.*
- *Tobacco use.*
- *Possession of weapons.*
- *Possession or use of alcohol or illegal drugs.*

Shelter rules limit:

- *Access to certain areas of the shelter.*
- *Noise levels during quiet hours.*
- *Food from feeding areas.*

Routines

Routines help to structure the daily life of the shelter, and provide stability during stressful times. Routine events at your shelter may include the following:

- *Mealtimes*
- *Lights-out time*
- *Shower schedules*
- *Children's activities*
- *TV time*
- *Recreational activities*
- *Information updates*
- *Shelter meetings*

Shelter Rulers

American Red Cross

Shelter Resident Information

Welcome
Everyone is welcome at a Red Cross shelter. The Red Cross makes no discrimination as to nationality, race, religious beliefs, class, disability, political opinions, sexual orientation, and gender identity. We hope your stay here 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 about staying in this shelter. As information is made available to us, we will update you accordingly. Please do not hesitate to contact any of the shelter staff should you have any questions or concerns.

Registration
Please sign in at registration if you have not already done so. Registration is required so we have the records necessary to help you. All registration information is kept confidential. Please notify staff of your departure as you come and go from the facility. Also, please leave a forwarding address when relocating out of the shelter. This will allow our Client Services and Disaster Safe & Well Linking personnel to assist you.

Sign in/out
You are required to sign in and out of the shelter each time you enter or exit.

Safe and Well registration
Let your family and friends know you are Safe and Well by registering at the shelter registration desk or on www.redcross.org/safeandwell.

Be respectful
Be respectful to fellow residents and staff. No foul language, abusive behavior, stealing or destruction of property will be accepted or tolerated.

Personal belongings
We cannot assume responsibility for your personal belongings. If you cannot keep them with you, we recommend you lock them in your car, out of sight, or if that is not possible, keep valuable items with you.

Pets
We understand that your pets are very important to you. Unfortunately, public health codes forbid pets in our shelter. It is your responsibility to make arrangements for your pet before entering the shelter. **Service animals are the only exception to this.** Should you need some suggestions on where to take your pet, please see the shelter registration staff.

Children
Parents must maintain responsibility and supervision for their children. Children must never be left unattended. In some cases, temporary respite care may be available but this service cannot be guaranteed.

Medical problems and injuries
Notify the shelter registration staff if you or a family member is/are taking medication or have a medical condition with which you need assistance, or if you are not feeling well. You will be referred to Health Services to assist you.

Functional or access Needs
If you have any functional and/or access needs, special equipment, supplies replaced, or special requirements, such as a special diet (e.g., diabetic, low sodium), please tell the shelter staff upon arrival at the shelter.

Shelter Resident Information

Emotional support	Staying in a shelter following a disaster can be very stressful. If you would like to speak with a counselor, trained Disaster Mental Health staff is available 24 hours a day.
Schedules	A schedule will be posted for quiet hours, meals, showers, etc.
Quiet hours	Quiet hours will be announced and enforced in the sleeping areas, (usually 10:00 PM – 7:00 AM). However, sleeping areas should be kept quiet as possible at all times. Some shelter residents may work night shifts or may not feel well and need to sleep during the day. Please move outdoors, or to the designated area, if you wish to exercise or your children want to play.
Smoking	Smoking is not allowed in the shelter. You are not allowed to smoke, use matches or use lighters inside the shelter. Smoking is permitted outside the building in designated smoking areas only. Please dispose of cigarette butts and matches properly. Schools and some public buildings do not allow smoking on their campus. Please see registration staff for approved locations.
Alcohol, illegal drugs, and weapons	Alcoholic beverages, illegal drugs, and weapons are not allowed in the shelter or on the shelter grounds. Persons caught in possession will be asked to leave the shelter and in some cases turned over to law enforcement personnel. Persons determined to be under the influence of alcohol or illegal drugs will not be admitted, or readmitted, to the shelter. In some cases, persons under the influence of drugs or alcohol may be turned over to law enforcement personnel.
Helping	Shelter residents are encouraged to help in the shelter. There are many jobs that do not require special training and any help would be greatly appreciated. If you would like to help, see the shelter registration staff. Help us take care of your temporary home!
House-keeping	It is important that we keep the shelter as clean as possible at all times. To do your part, please pick up after yourself in all areas of the shelter. For sanitation and hygiene purposes, you are expected to follow the bathroom courtesy rules, available at the shelter. If, at any time, you find restrooms that need cleaning or supplies, please inform the shelter staff immediately.
Food	Snacks and refreshments will be available in the feeding area. Meal times will be posted. Food, and drinks—other than water—are not allowed in the sleeping area.
Photographs	Using cell phones or personal cameras to take photos of other shelter residents without their written permission is not allowed. Failure to abide by this policy may result in the confiscation of your cell phone or personal camera while you are a resident at the shelter.
Assistance	All American Red Cross disaster assistance is free.

Rev. 06/12

Cruz Roja Americana

Información para personas alojadas en refugios

Bienvenido

Todas las personas son bienvenidas en un refugio de la Cruz Roja. La Cruz Roja no discrimina en razón de nacionalidad, raza, creencias religiosas, clase u opiniones políticas, orientación sexual ni identidad de género. Esperamos que, dentro de las circunstancias de la situación, su estadía sea lo más agradable posible.

Por favor, dedique unos minutos a leer esta hoja ya que incluye información importante que usted necesita saber sobre su estadía en este refugio. A medida que recibamos información, lo mantendremos informado. Por favor, no dude en consultar al personal del refugio si tiene preguntas o inquietudes.

Inscripción

Por favor, si aún no lo hizo, anótese en la mesa de inscripciones. Necesitamos que se inscriba para contar con los registros necesarios para ayudarlo. Todos los datos de su inscripción tienen carácter confidencial. Por favor, notifique al personal cuando entra y sale del lugar. Déjenos también una dirección de referencia cuando se vaya del refugio. Esto permitirá que el personal de servicios al cliente y de restablecimiento del contacto familiar de "Sano y salvo" pueda brindarle asistencia.

Firma de entrada/salida

Deberá firmar cada vez que entre y salga del refugio.

Inscripción en "Sano y salvo"

Avise a sus familiares y amigos que se encuentra sano y salvo anotándose en la mesa de inscripciones o en www.sanoysalvo.org.

Respeto

Sea respetuoso hacia las personas que se albergan en el refugio y el personal. No se aceptarán ni tolerarán palabrotas, groserías, comportamiento abusivo, robo o destrucción de bienes.

Artículos personales

No asumimos responsabilidad por sus pertenencias personales. Sugerimos que tenga consigo los artículos de valor. Si usted no puede tenerlos, recomendamos que los deje bajo llave en su automóvil, en un sitio fuera de la vista.

Mascotas

Entendemos que sus mascotas tienen mucha importancia para usted. Desafortunadamente, los códigos de salud pública prohíben la presencia de mascotas en este refugio. Es su responsabilidad hacer los arreglos necesarios para cuidar de su mascota antes de ingresar al refugio. La única excepción es para los animales de servicio. Si necesita sugerencias acerca de lugares adonde llevar a su mascota, por favor, consulte al personal de inscripciones.
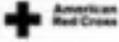
Niños

Los padres mantendrán la responsabilidad y supervisión de sus hijos. Nunca deje solos a los niños. En algunos casos, es posible que podamos ofrecer un servicio de atención temporario, pero no podemos garantizarlo.

Cruz Roja Americana

Información para personas alojadas en refugio

Problemas médicos y lesiones	Notifique al personal de inscripciones del refugio si usted o un familiar toman medicamentos o tienen un problema médico que podría requerir asistencia, o si no se sienten bien. Será remitido al personal de servicios de salud para recibir asistencia.
Necesidades funcionales o de acceso	Si posee alguna necesidad funcional o de acceso, le hace falta equipo especial o suministros que deben ser reemplazados, o tiene requerimientos especiales como una dieta especial (por ejemplo: dieta diabética o de bajo sodio), notifique al personal del refugio en cuanto llegue al refugio.
Apoyo emocional	Quedarse en un refugio después de que ocurre una catástrofe puede resultar muy estresante. Si desea recibir asesoramiento, el personal de servicios de salud mental en casos de desastre se encuentra disponible las 24 horas del día.
Horarios	Se colocarán en un lugar visible los horarios de descanso, comidas, duchas, etc.
Horario de descanso	El horario de descanso será anunciado y es obligatorio guardar silencio en las áreas de dormitorio. En general es de 10 de la noche a 7 de la mañana. Sin embargo, hay que guardar el mayor silencio posible en las zonas para dormir en todo momento. Algunas personas del refugio podrían trabajar de noche y dormir de día, o quizás no se sientan bien y necesiten descansar durante el día. Por favor, vaya afuera o al área designada si desea hacer ejercicio o sus niños quieren jugar.
Fumar	Está prohibido fumar dentro del refugio. No se permite fumar ni usar fósforos o encendedores dentro del refugio. Solamente se permite fumar fuera del edificio en las áreas designadas para fumadores.
	Rogamos que tire las colillas de cigarrillos y los fósforos en lugares adecuados. Tenga en cuenta que está prohibido fumar en las escuelas y algunos edificios públicos. Consulte al personal de inscripciones para saber cuáles son los sitios aprobados para fumar.
Alcohol, drogas ilegales y armas	Las bebidas alcohólicas, las drogas ilegales y las armas están prohibidas en el refugio y en la zona que pertenece al refugio. A quienes se encuentre en posesión de estos artículos prohibidos se les pedirá que abandonen el refugio y, en algunos casos, serán entregados al personal policial.
	Si se determina que alguien se encuentra bajo la influencia del alcohol o de drogas ilegales, no se le permitirá ingresar ni reingresar al refugio. En algunos casos, las personas bajo la influencia del alcohol o las drogas podrán ser entregadas al personal policial.
Ayuda	Se anima a las personas del refugio a que ayuden en el refugio. Hay muchas tareas que no requieren capacitación especial y agradecemos mucho cualquier ayuda. Si desea ayudar, hable con el personal de inscripción del refugio. ¡Ayúdenos a cuidar de su hogar transitorio!

Shelter Shift Inspection

Shift Supervisor		Shelter Name/ Location	Date	Time

Entrances, Exits & Access to Shelter

- ☐ Yes ☐ No Are all exits visible and unobstructed?
- ☐ Yes ☐ No Are all exits marked with a readily visible sign that is properly illuminated?
- ☐ Yes ☐ No Are controls in place for restricted areas requiring limited access?
- ☐ Yes ☐ No Are the entrances and exits accessible for people with access and functional needs?

Exterior of Shelter

- ☐ Yes ☐ No Are all walkways clear of trip or fall hazards?
- ☐ Yes ☐ No In inclement weather are all walkways clear of snow and ice?
- ☐ Yes ☐ No Are handicap ramps and handrails maintained?
- ☐ Yes ☐ No Is there an appropriate container for disposal of cigarettes and trash?
- ☐ Yes ☐ No Is there still an adequate number of accessible parking spaces?

Interior of Shelter

- ☐ Yes ☐ No Are the routes between service delivery areas and restrooms/showers wide enough, free of protruding objects, and accessible to the shelter residents?
- ☐ Yes ☐ No Are working areas and floors clean, dry, sanitary, and free of hazards?
- ☐ Yes ☐ No Are stand mats or similar protection provided to avoid slips?
- ☐ Yes ☐ No Are feeding areas clean of debris and sanitized?
- ☐ Yes ☐ No Is signage for designated areas legible and large enough for shelter residents with low vision?
- ☐ Yes ☐ No Does the signage reflect all languages spoken by the shelter resident population?
- ☐ Yes ☐ No Are restrooms free of standing water, trip, and fall hazards or chemicals?
- ☐ Yes ☐ No Is there an adequate power supply for shelter residents with durable medical equipment needs?

Resolution of issues identified above...

AMERICAN RED CROSS
SHELTER REGISTRATION FORM
Please print all sections

Incident / DR Number & Name: _____

Shelter Name: _____

Shelter City, County/Parish, State: _____

Family Name (Last Name):	Total family members registered: Total family members sheltered:
Pre-Disaster Address (City /State/Zip): Post-Disaster Address *(if different)* (City/State/Zip):	Identification verified by (Record type of ID; if none, write none):
Home Phone: Cell Phone/Other: Method of Transportation: If personal vehicle–plate #/State: *(for security purposes only)*	Primary Language. If primary language is not English, please list any family members who speak English.

INFORMATION ABOUT INDIVIDUAL FAMILY MEMBERS (for additional names, use back of page)

Name (Last , First)	Age	Gender (M/F)	Rm./Cot #	Arrival Date	Departure Date	Departing? Relocation address and phone

Are you required by law to register with any state or local government agency for any reason?
☐ Yes ☐ No If Yes, please ask to speak to the shelter manager immediately.

I acknowledge that I have read/been read and understand the Red Cross shelter rules and agree to abide by them.

Signature _____ Date:_____

CONFIDENTIALITY STATEMENT
American Red Cross generally will not share personal information that you have provided to them with others without your agreement. In some circumstances disclosure could be required by law or the Red Cross could determine that disclosure would protect the health or well-being of its clients, others, or the community, regardless of your preference.

Below, please initial if you agree to release information to other disaster relief, voluntary or non-profit organizations and/or governmental agencies providing disaster relief.

I agree to release my information to other disaster relief, voluntary or non-profit organizations _____
I agree to release my information to governmental agencies providing disaster relief _____

By signing here, I acknowledge that I have read the confidentiality statement and understand it.

Signature _____ Date:_____

Shelter Worker Signature_____

After registration, each family should go through the Shelter Initial Intake Form to determine if further assistance or accommodation is needed.

For Red Cross Use Only			Form 5972 Rev 02/07
Copy Distribution			
1. Shelter registration on-site file – Mass Care	2. Information Management (Data Entry)		3. Client (if requested)

CRUZ ROJA AMERICANA
FORMULARIO DE
INSCRIPCIÓN EN EL REFUGIO

Escribir en letra de imprenta.

Núm. y nombre del incidente/desastre: _____

Nombre del refugio: _____

Ciudad, condado/diócesis, estado donde se encuentra el refugio: _____

Apellido del grupo familiar:	Núm. total de familiares inscriptos:
	Núm. total de familiares en el refugio:
Domicilio antes del desastre (ciudad/estado/código postal):	Domicilio después del desastre (si fuera diferente) (ciudad/estado/código postal):	Identificación verificada por: (anotar tipo de documento de identidad; si no se presentara documento, indicar "ninguno")
Teléfono de la casa:	Teléfono celular/otro:	Idioma principal: (Si el idioma principal no es el inglés, indique cuáles miembros de la familia hablan inglés.)
Medio de transporte: Si es un vehículo particular, indicar núm. de matrícula y estado: (para fines de seguridad únicamente)		

INFORMACIÓN DE CADA MIEMBRO DE LA FAMILIA (Utilice el dorso de esta hoja para incluir más nombres.)

Nombre y apellido	Edad	Sexo (M/F)	Nº de hab./catre	Fecha de ingreso	Fecha de salida	¿Se muda? Nueva dirección y teléfono

¿Tiene usted obligación legal de inscribirse ante algún organismo del gobierno local o estatal por algún motivo?

☐ Sí   ☐ No   En caso afirmativo, hable con el administrador del refugio de inmediato.

Declaro que he leído/me han leído y comprendo las normas del refugio de la Cruz Roja y me comprometo a cumplirlas.

Firma: _____   Fecha: _____ (mes/día/año)

DECLARACIÓN DE CONFIDENCIALIDAD

En general, la Cruz Roja Americana no revela a terceros, sin su consentimiento, la información personal que usted le brinda. En algunos casos, es posible que su divulgación sea obligatoria conforme a la ley. En otros casos, la Cruz Roja podría determinar que su divulgación protegería la salud o el bienestar de sus clientes, otras personas, o la comunidad, a pesar de la preferencia que usted indique.

Por favor, firme con sus iniciales a continuación si acepta dar a conocer sus datos a otras organizaciones de socorro de voluntarios o sin fines de lucro, y/o entidades gubernamentales que ofrecen socorro en casos de desastre.

Acepto suministrar mi información a otras organizaciones de voluntarios o sin fines de lucro que ofrecen socorro en casos de desastre. _____

Acepto suministrar mi información a organismos del gobierno que ofrecen socorro en casos de desastre. _____

Al firmar el presente, reconozco que he leído esta declaración de confidencialidad y comprendo sus términos.

Firma: _____   Fecha: _____ (mes/día/año)

Firma del trabajador del refugio: _____

Luego de la inscripción, cada familia debe llenar el formulario de admisión inicial en el refugio para determinar si necesitará asistenc__ adicional o alojamiento.

Formulario 5972 Rev. 02/07

Para uso exclusivo de la Cruz Roja		
Distribución de ejemplares		
1. Archivo de registros en el refugio - Atención masiva	2. Gestión de información (ingreso de datos)	3. Cliente (a pedido)

Registration Intake

These are yes/no observations and questions to support registration staff in identifying and obtaining assistance and supplies for shelter residents.

Observations

1. Does the client or a family member appear to be in need of immediate medical attention, appear too overwhelmed or agitated to complete registration, or is a threat to themselves or others?   **Yes** ☐   **No** ☐

> *If **Yes**, **STOP** the registration process and do one of the following:*
> - *If situation is critical and no support is available, call 911 if available.*
> - *Contact Health Services and/or Mental Health worker on site.*
> - *If no health or mental health resource on site, direct concern to Shelter Manager, or*
>
> *If **NO**, continue the registration process.*

2. If the client has a service animal, uses a wheelchair/walker or demonstrates any other circumstance where it appears they may need help in the shelter, acknowledge their need and offer assistance this may include contacting a health services worker.

> *Contact Shelter Manager for additional support when needed.*

Questions:

1. Is there anything you or a member of your family needs right now to stay healthy while in the shelter?   **Yes** ☐   **No** ☐   If NO, is there anything you will need in the next 6-8 hours? **Yes** ☐ **No** ☐

2. Do you/family member have a health, mental health, disability, or other condition about which you are concerned? ☐ **Yes** ☐ **No**

> *If question #1, or #2 has a YES answer, **Health Services and/or Mental Health services must be notified.***
>
> *Priorities:*
>
> > ***First:** Contact Health or Mental Health Services worker on site;*
> >
> > *OR if no health or mental health on site,*
> >
> > ***Second:** Contact Shelter Manager for follow-up*
> >
> > *OR*
> >
> > ***Third:** Make a list of clients who have a "yes" response and give the list to the health services volunteer when they arrive.*

Shelter Visitor Sign-In Sheet

Time In	Name of Visitor	Name of Organization	Phone Number	Name of Escort	Follow Up Needed Y or N	Time Out	Additional Comments

Note: Use more than one line if needed.

(Rev Form, Burnet, TX 2018)

Shelter Incident Log

				Shelter Log
DR Name			**Shelter Name/Location**	
Date & Time	**Name**	**Log Entry** (Use additional line as needed)	**Follow-up Action**	**Action Taken**
			○ Completed	○ **Required**
			○ Completed	○ **Required**
			○ Completed	○ **Required**
			○ Completed	○ **Required**
			○ Completed	○ **Required**
			○ Completed	○ **Required**
			○ Completed	○ **Required**
			○ Completed	○ **Required**
			○ Completed	○ **Required**
			○ Completed	○ **Required**
			○ Completed	○ **Required**
			○ Completed	○ **Required**