ShelterSmart

How to set up and run a do-it-yourself (DIY) shelter when disaster strikes your community.

US Edition 2.0, English

BBVA
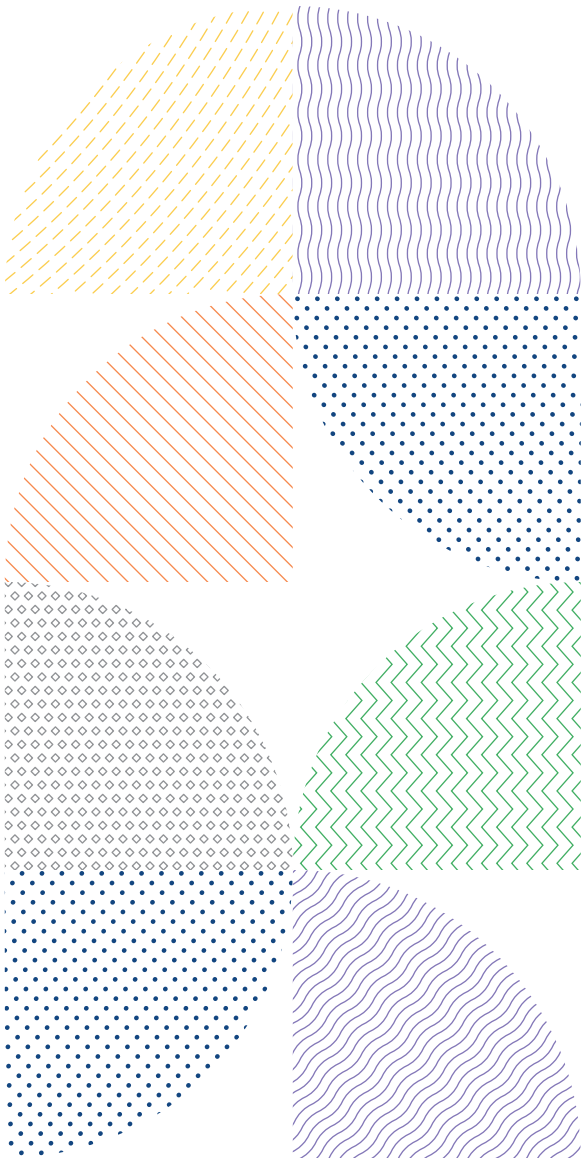
Why ShelterSmart?

The recent disasters around the globe have highlighted the need for tools and processes to help prepare our communities. That's why, as part of our aim to create opportunities for all communities in the face of natural disasters, BBVA Compass and Field Innovation Team have created this simple step-by-step ShelterSmart guide, designed to help people provide support to those impacted and take the first steps toward full recovery.

BBVA | **Rey Ocanas,**
Director of Corporate Responsibility and Reputation, BBVA USA

Disasters have a way of bringing out the best in us during the most difficult times. When confronted by the devastation, loss and destruction, people routinely open their hearts and their wallets to help those in need. That generous spirit can lift an entire town or even put a whole country back on its feet.

This guide is intended to foster that remarkable graciousness in the face of tragedy. It's designed to provide people with the information they need to start a shelter in their communities when disaster strikes. Communities, after all, know their resources, talent and neighbors. They are there when disasters happen and remain there well after everyone else goes home. It's important that they be engaged with this process, and we hope this guide proves helpful to them.

Mary Wharmby,
Founder and Head of Strategy, Design Transformation

Desiree (Desi) Matel-Anderson,
Chief Wrangler, Field Innovation Team

Contents

How Do We Do This?

About This Guide

Who is this guide for?

This guide is for anyone who wants to help a community recover from a disaster. You don't need to be a first responder or a disaster expert. Always take advantage of any existing emergency plans that your community has created.

Can I really start a community shelter?

Yes. ShelterSmart provides resources to guide you through the process. Read on!

What will I learn from this guide?

When a disaster strikes, it's likely that professional responders will be with you soon, but you may need to cope on your own at the beginning. This guide provides you with essential information to aid you in quickly creating an emergency shelter in your area. Once support agencies arrive, it will help you find ways to integrate their support with the resources in your community, including local businesses.

How do I know this information is legit?

Collectively, the team that collaborated on this guide brings decades of disaster experience and has deployed to emergencies across the world. It includes community members, responders, non-profit organizations, government officials, designers, technologists and futurists.

Is this all I need?

This guide will help you cope and get started until professional support arrives. If you can get online, and when you have volunteers with the capacity to read and digest more detailed information, refer to the Appendix for additional resources.

What about Covid-19?

Although ShelterSmart was created before Covid-19, we have added basic best practices to the most relevent sections. Remember to:

— Avoid close contact

— Cover coughs and sneezes

— Wash your hands with soap and water for at least 20 seconds

— Wear a mask or other cloth face cover when around people

— Clean and Disinfect

— Monitor your health

For the most current and detailed information about Covid-19, please refer to the CDC website at https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/

How to Use This Guide

No two disasters or shelters are the same. Organizers must work to meet local needs while improvising under changing circumstances.

This guide provides a loose framework to help get organized, establish core processes and best practices to get everyone back on the road to recovery.

Use the guide as:

Reference Tool

ShelterSmart has 21 core topics divided into 5 sequenced sections: First Steps, Hub, Intake, Operations and Reboot. Browse each topic, learning as you go. See Forms & Tools to learn more.

Preparedness Tool

The First Steps section is designed to help communities come together to prepare in advance for disaster. Follow the step-by-step instructions for workshopping teams, local needs, shelter locations and major tasks to be done.

Coordination Tool

The four core sections, Hub, Intake, Operations and Reboot, are designed as tear-outs to delegate and track primary functions across your team.

As a Coordination Tool, ShelterSmart becomes a management planner. Use it to create a simple team/reporting structure, visual worksheets to help plan key functions, and forms to help collect info needed to manage the shelter. Here's how it works:

First Delegation by Section

Pull-out sections and delegate to a person or team. Each section contains several topics which can be sub-delegated.
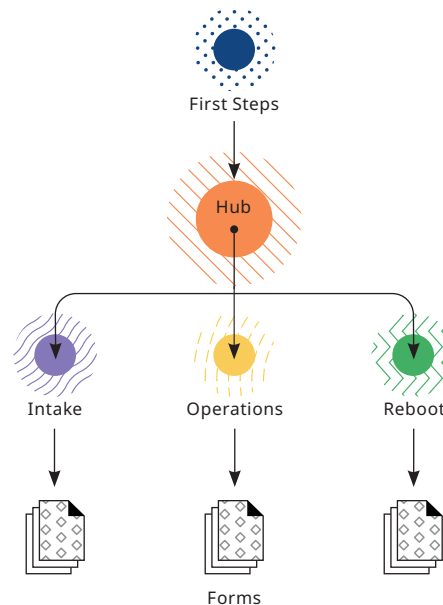
Then, Sub-Delegate by Topic

Each of the 21 topics has an info page, worksheet and (sometimes) form. Remove topic pages to delegate. (see MANAGEMENT on page 8 for more on delegating to teams.)

Info sheets will help you LEARN about each topic, key considerations, best practices, etc.

Worksheets will help you PLAN and share information such as maps, org charts, info primers, etc. with staff, shelter residents and emergency responders.

Forms enable you to ACTION on your plan. Print lots of copies and use them to gather information to help manage the shelter (who is there, what donations have come in and gone out, who wants to volunteer to help, etc.).

First Steps

Hub

Intake   Operations   Reboot

Forms
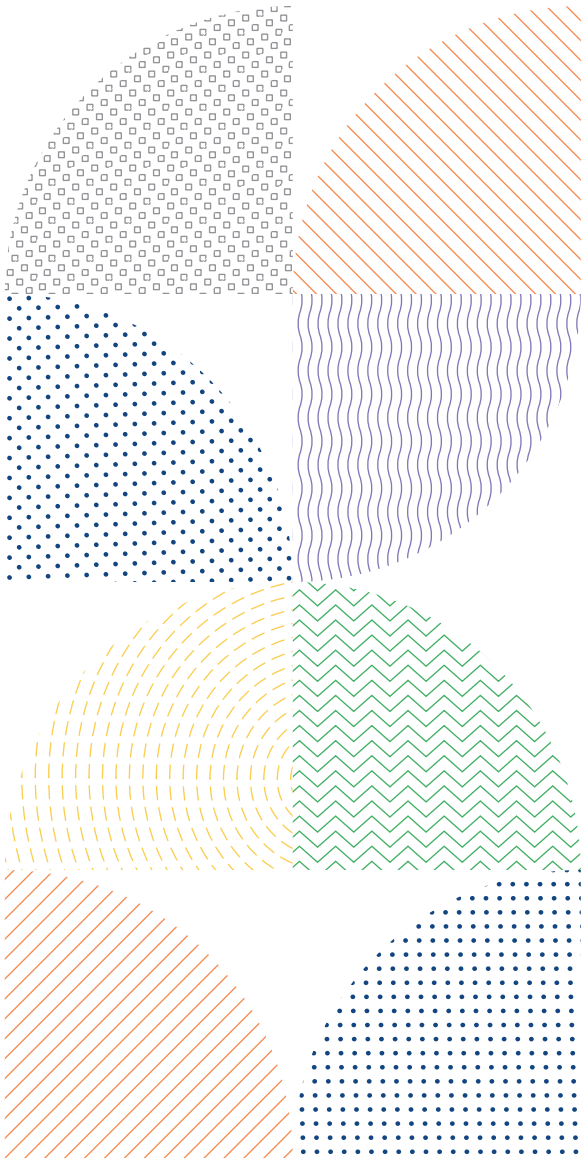
One Family's Journey

This guide is a pilot based on a specific disaster scenario

August 25th
10:00 p.m.

A hurricane has devastated the community of Rockport, Texas.

August 26th
9:00 a.m.

Emily, a volunteer firefighter, checks in on her neighbors to see if they need help.

August 26th
11:00 a.m.

After working tirelessly, she and her family realize their home is destroyed and they are going to have to take shelter.

August 28th

They return to the fire station where other families have gathered. They transform the station into a shelter with the help of the ShelterSmart guide.

August 30th

The shelter begins to take on the uniqueness of the community. Because barbecues are popular among shelter residents, organizers create an area near the shelter with barbecues so that people can socialize as they rebuild the town.

First Steps: Sheltering In Your Community

As the Lead...

These first steps will help you prepare a disaster response plan for your community. If possible, bring together community members, friends and colleagues and do this work ahead of time.

Things to Ask...

About People

— Who are the existing or natural community leaders?

— How might you establish trust across your community?

About Places

— Where are the likely places people might go for help or support in an emergency?

— Which locations will provide protection as well as access to resources?

About Needs

— What makes your community unique?

— Are there vulnerable populations? Language barriers?

About Resources

— How well-prepared is your community with emergency supplies?

— Where might you access needed resources in an emergency?

Things to Do...

☐ Get prepared early and stay fluid. No two disasters or shelters are the same. Organizers must strive to create a culture of preparedness that meets local needs and adapts to changing circumstances.

☐ Bring together a group of citizens and community leaders, people with established networks and key positions for the first discussion.

☐ Support a culture of community and personal preparedness, with strong relationships, trust and commitment before an emergency event occurs. This can include community assessments to understanding risk, capabilities and limitations, and preparedness drills to assist with role clarity and unified messaging.

☐ Get out in front through preparation. The first step is to understand your community's unique needs.

☐ Provide plenty of information and stay organized— this is key. As part of preparedness, consider your community's demographic and anticipate potential needs and expectations and identify options to handle potential issues that may arise.

☐ It is important to link to the broader system to access further assistance and resources beyond the community's local capability.

Start With a Local Preparedness Meeting

Community Name

Provide this sheet to collaborate with other planners.

Select and invite participants. Reach out to a wide range of folks who can speak for different portions of the community. Prepare a brief summary of the goals for the meeting and send a copy of ShelterSmart with each invitation.

Use the blank List Form on page 30 to keep track of planning info.

A

Find a space to meet and assemble workshop supplies. You will need large and small sheets of paper, colored markers, post-its and a whiteboard, if available.

Open the meeting with a clear explanation of purpose and goals. Allocate time for each major topic you would like to cover.

We recommend using the First Steps section of this guide:

— Forming a team to lead this effort

— Deeply discussing and aligning on community needs

— Collectively exploring locations

— Taking a hard look at resources

— Planning next steps

Work through each topic giving each person a chance to speak. If your group is very large, consider forming sub-teams to work on selected topics and report back to the larger group.

Be sure to capture all information on post-its or with formal notes. Consider working on large sheets of paper so the ideas are visible to everyone. Use the worksheets on the following pages to help structure your discussion and output.

Use this space to jot down early planning notes

People	Needs	Places	Resources

Build a Team

Key Considerations

It takes a team to create and maintain a shelter. Clear roles, communication and a lot of collaboration will set you up for success.

01   Preparation

The sooner you start building your team, the better.

02   Teamwork

Organizing and running a shelter takes a team working together.

03   Organization

Staying organized and communicating is crucial to a smooth operation. ShelterSMART is organized into four key areas (Hub, Intake, Operations and Reboot), each requiring a lead and a small team.

Things to Ask...

— What does the community need?

— What existing networks can you tap into?

— Who in your community is ready and willing to help?

— Who are the natural leaders?

— Who is already preparing for disaster?

— Who has expertise in key areas?

— Who has experience in local disasters?

— How do we utilize the skill sets of our teams to set up our community ShelterSmart?

Things to Do...

☐ Share this guide with community leaders and ask for their help and support.

☐ Link into existing networks like schools, fire stations, churches, banks and businesses.

☐ Keep a list of contacts and commitments.

☐ Assign roles for each team.

☐ Walk through and rehearse in selected spaces.

☐ Create a leadership/specialty sign and post in the Info Center.

Case Study

In 2010, a flood in Wisconsin brought together technologists, artists, emergency managers and university students to create a better collection for damage assessment in Milwaukee. Their diverse talent helped to support viewing the challenge from different perspectives and utilizing skill sets to overturn the denial of Federal aid.

Team Worksheet

Community Name

Provide this sheet to collaborate with other planners. If running an active shelter, provide this sheet to staff and residents to keep them informed.

ShelterSmart is organized into four areas: Hub, Intake, Operations, and Reboot. Recruit one or more people to help with each area. Use this page to track volunteers, locations, and resources. Consider grouping volunteers by skill, interest, organization, or geography.

Use the blank Grid Form on page 31 for more space.

B

The Hub team	**The Intake team**	**The Operations team**	**The Reboot team**
will be responsible for shelter layout and setup, ensuring adequate signage, coordination across teams, and communication inside and outside the shelter.	will be responsible for registering and triaging new arrivals based on need.	will be responsible for managing donations, volunteers, sleeping quarters, etc.	will be responsible for helping folks get back on their feet quickly.
Team Lead	**Team Lead**	**Team Lead**	**Team Lead**
Contact	**Contact**	**Contact**	**Contact**
Name	**Name**	**Name**	**Name**
Contact	**Contact**	**Contact**	**Contact**

Use the space to jot down the contact info of members of each team.

Local Sheltering Needs

Shelters are like villages, each one is unique.

No two disasters are exactly the same. Similarly, there is no one-size-fits-all model for a shelter. Think of your shelter as a village with a modular set of services based on local needs and capabilities. Fill those needs either onsite or at nearby locations by stitching together resources from the community, businesses, and agencies.

Shelters tend to be the connection point across many different groups: local, regional, national, and international. The key is coordination.

Key Considerations

01   Shelter Residents

Often those with the greatest need will make full use of the shelter as residents.

02   Wider Community

Residents of the surrounding community will use the shelter for specific services; gathering for meals, support, giving, and receiving donations.

03   Government & NGOs

They will provide invaluable support and resources as needed by the community.

Supplies

Charging Stations

Parking

Shelter

Food & Water

Info

Pets

Core needs
(must haves)

Volunteers

Donations

Day Care

First Aid

Intermediate needs
(should haves)

Less pressing needs
(nice to haves)

Local Needs Worksheet

Community Name

Provide this sheet to collaborate with other planners.
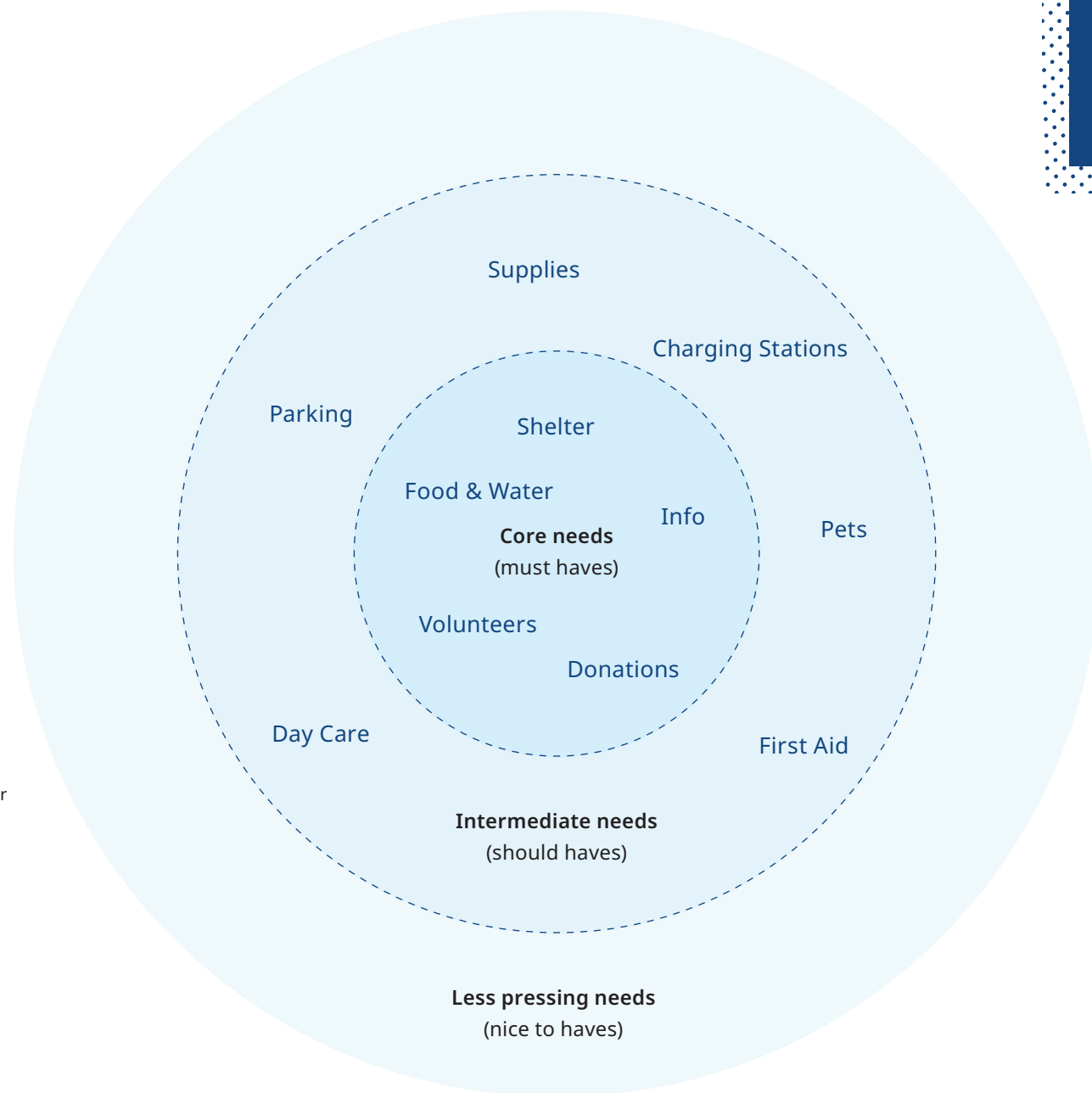
Use this page to consider needs in your own community. Work as a group to determine which needs are core, intermediate, and less pressing. This will help you prioritize which shelter elements to focus on.

Use the blank Grid Form on page 31 for more space.

B

Things to Ask...

— What are your basic community needs?

— What percentage of your community will need access to shelter, food, and water?

— What type of resources, supplies, and/or tools will be needed for your community? Who can donate these items?

— What volunteer resources are available to support your community's needs? Will you need volunteer support for transportation?

— Will people have livestock or pets with them?

— Who are the vulnerable populations? What are their unique needs? What skills do they bring?

— Are there issues making contact or building trust?

— Will people need access to psychosocial / counseling services?

— Will people need access to first aid and medical services ?

— How will you support a safe and secure shelter environment and create a sense of belonging?

Things to Do...

☐ Make a list of available resources

☐ Arrange with local businesses to provide resources in a crisis

☐ Connect with local Emergency Management

Core needs
(must haves)

Intermediate needs
(should haves)

Less pressing needs
(nice to haves)

Choosing Locations

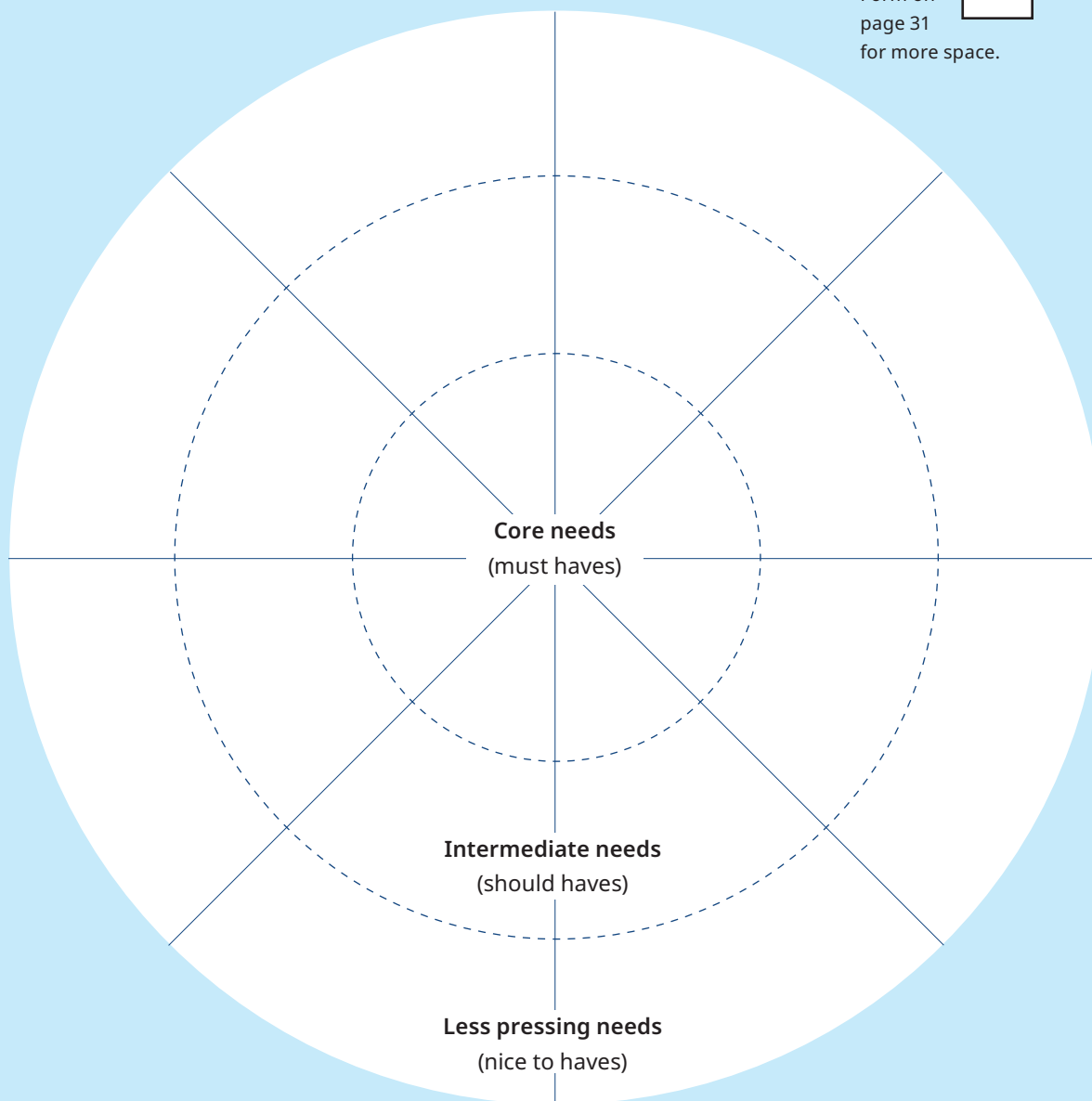## Key Considerations

Remember that shelters are often villages.
A single building may not be the best answer. Match needs to resources and determine the best options.

01 Safety First

Find a secure, habitable building (or group of buildings). The best choice may be an open area with tents.

02 Safe Access

Make sure you're near major roadways and have ample parking for cars, buses, and supply trucks.

03 Basic Amenities

You'll want showers, kitchens, and private, secure spaces for sleeping as well as large gathering areas. Look for existing furniture and supplies such as tables, chairs, cots/mats, blankets, and food.

04 Other Essentials

Check the status of utilities (electricity, water, and communication devices), technology capabilities, and office supplies/equipment.

05 Permission

Verify that you have proper access permissions. Find out if financial compensation is required. Do not accept financial liability for the shelter.

06 Covid-19 Precautions

If possible, look for well ventilated locations that allow for modular living spaces and enable social distancing.

For the most current information about Covid-19, refer to the CDC website at https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html.

Things to Ask...

— Where do people naturally tend to congregate?

— Which buildings might provide the best protection?

— Which areas are closest to needed resources and supplies?

— Which buildings are most accessible and can scale up for larger groups?

— How can we get permission to use certain public or private buildings?

— Is the building safe?

— Are the walls and roof compromised?

— Are there separate bathrooms and showers?

— Is there a kitchen in the building or nearby?

Things to Do...

☐ If possible, choose a well-known place like a library, school, sports complex, or daycare center.

☐ Consider a location with several buildings that can be used in a cluster.

☐ Make a plan for the safe disposal of waste.

Digital Tips

☐ Get a sense of whether a building seems habitable from the outside by viewing online satellite images.

☐ A robot equipped with a camera can take video inside a building to help ensure it is safe to enter.

Case Study

During Hurricane Harvey, volunteer firefighters and their families turned the fire station into a shelter while park rangers set up a refuge in the library in Rockport, Texas.

Shelter Locations Worksheet

Community Name

Provide this sheet to collaborate with other planners.

Draw or paste a map of your community here. Mark potential shelter locations such as schools, churches, etc. In a second color, indicate vulnerabilities. Finally, mark key resources such as hospitals, kitchens, and hardware stores.

Digital Tip: Create a shared Google Map among community organizers with this same info.

Use the blank Grid Form on page 31 for more space.

B

Potential Shelter Locations Map

Draw or paste your map here.

Considerations

☐ _____

☐ _____

☐ _____

☐ _____

☐ _____

☐ _____

☐ _____

☐ _____

☐ _____

☐ _____

Hub: Delegate to Teams

Shelter Lead

Use this section as your command center. Create four teams to work on each area of the guide. Separate the guide into sections and distribute as a fast way to delegate.

Things to Delegate...

Intake

Create an Intake team to ensure a smooth and positive experience for new arrivals.

— Managing queues and lines

— Registering new arrivals

— Triaging based on need

Reboot

It's never too early to begin recovery. Form a Reboot team to start the process.

— Emotional Wellness

— Entertainment

— Economic Recovery

— Entrepreneurial Guidance

Operations

Form an Operations team to manage basic functions, such as:

— Managing Donations

— Managing Volunteers

— Sleeping Quarters

— Medical & First Aid

— Pets & Livestock

— Other Considerations

Things to Do...

Hub is responsible for:

☐ Shelter Management

☐ Shelter Needs

☐ Layout & Signage

☐ Communications

☐ Official Response

Setting up and running a shelter takes a team. Coordination is key. Consider what to centralize and what to delegate. Select a team of leaders and provide a checklist of responsibilities and tasks. Remember that any plan will need to adapt to changing circumstances.
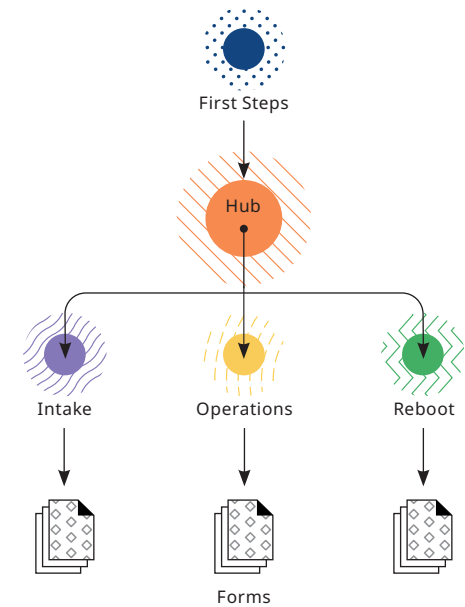
Team Org Chart Worksheet

Hub Lead

Provide this sheet to staff and residents to keep them informed.

Use the blank List Form on page 30 for more space.

A

Select a team of leaders and provide a checklist of responsibilities and tasks.

Hub Team Contact List

Shelter Management Lead	Shelter Needs Lead	Floorplan & Signage Lead	Communications Lead	Official Response Lead
Coordinate all functions of the shelter.	Track shelter needs as they change over time.	Map shelter layout, provide clear signage, and ensure safe entry and exits.	Gather and disseminate information inside and outside the shelter.	Maintain connection with official responders, relay shelter needs, and disseminate official instructions.
Team Lead	Team Lead	Team Lead	Team Lead	Team Lead
Contact	Contact	Contact	Contact	Contact
Name	Name	Name	Name	Name
Contact	Contact	Contact	Contact	Contact

Shelter Management

Key Considerations

Think of the shelter as a system. For best results, each piece needs to work in harmony with the others. Start with a basic plan, clear roles, and tasks for staff and a way to keep communications open. Stay flexible because the situation may change frequently.

01 Manage People & Tasks

— Keep a list of who is doing what tasks.

— Make it a rule that each person with a role before leaving tasks must have a trained replacement and inform leadership in Intake, Operations, and Reboot.

— Operations, Reboot, and Intake leadership to inform changes in personnel to Shelter Management at daily briefings.

02 Manage Space And Things

— Create physical locations for all key tasks.

— Tally-in daily briefings the needs and existing resources from Intake, Operations, and Reboot.

— As shelter activates forecast expansion options (if needed).

— Work with local government officials to ensure approval of use of the space.

03 Manage Time

— Establish a daily schedule with shifts of 8-10 hours.

— Establish regular check-ins with each team; communication is key!

— Hold a morning and evening briefing for staff and shelter residents.

Things to Ask...

— What personnel do we have in place for Intake, Operations, and Reboot?

— What space and resources do we have to work with?

— What are the time constraints?

— What needs must be met immediately?

Things to Do...

☐ Organize personnel to do specific jobs within the Hub, Intake, Operations, and Reboot teams.

☐ Build a relationship with local government and emergency management.

☐ Provide a copy of the relevant section of ShelterSmart guide to each team lead in Intake, Operations, and Reboot.

☐ Host daily briefings and trainings with the teams to get up-to-date information.

☐ Post the leads for areas of Intake, Operations, and Reboot for everyone to see.

☐ Analyze and map the requests for Intake, Operations, and Reboot Teams.

☐ Make a list of shelter rules - post and distribute it.

☐ Establish a way to collect donation receipts, inventory of resources, volunteer hours, and other data from Intake, Operations, and Reboot leads. Use the FORMS on pages 30-36.

Case Study

During the wildfires in Paradise, California in 2018, nurses, bikers and faith-based partners came together to manage a pop-up shelter for evacuees. The nurses triaged health conditions, the motorcycle bikers provided security and faith-based filled in on additional duties.

HUB

Shelter Management Worksheet

Planning and organization are key. Use this worksheet to plan and organize management functions for the shelter. You will need a way to manage People & Tasks, Places & Things, and Time.

Hub Lead

Contact Info Here

Provide this sheet to staff and residents to keep them informed.

Use the blank Forms on pages 30-36 for more space.

A-G

People & Tasks

ShelterSmart is a delegation tool. Use clipboards to create a command center. Split the guide apart by section. Form four teams and give each team one section of the guide. Each team, in turn, distributes single-page topics. Collect worksheets and forms at the end of each shift.

First Steps

Hub

Intake   Operations   Reboot

Forms
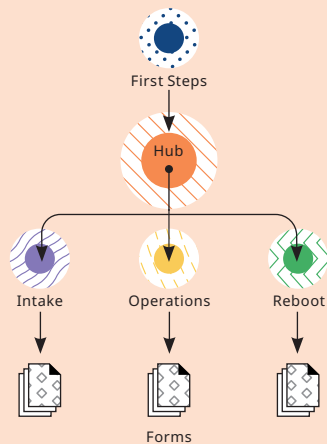
Places & Things

Create a physical place for Hub.

Arrange your space.

Time

Set a schedule and maintain it. Routine makes everyone's lives feel a bit easier. Regulate and monitor staff and volunteer shifts, reporting and briefing sessions, quiet hours, meals, etc.

Midnight	6 AM	Noon	6 PM	Midnight

Shelter Needs

Key Considerations

Identify what you have and what you need from aid organizations, or other support providers. Keep in mind that needs will change over time so make sure to reevaluate periodically.

01 Make a List

Analyze needs daily from Intake and Operations to understand what resources are needed for the future.

02 Monitor Supplies

Keep track of what's in stock as well as upcoming needs. Customize the A-1: List Form on page 30 to help keep track of needs and supplies. See page 29B for an example.

03 Ask for Help

Consider partnering with other facilities to provide services. For example: You might arrange for meals from a nearby restaurant rather than operating an in-house kitchen. Discuss results with Communications to support requests to external partners.

Things to Ask...

— What information can we learn about needs?

— Can Intake and Operations provide related forms to compile for shelter needs?

— How will needs change over time?

— Where can we get supplies locally?

— What are the administration and financial considerations?

— What additional networks can we tap into for resources?

Things to Do...

☐ Forecast near-term needs to optimize donation flow and minimize storage or waste.

☐ Stay connected to the communications system so you can easily request items when you are running low.

☐ Document needs over time and share with info@fieldinnovationteam.org.

Digital Tips

☐ Use sensors, QR codes, or barcodes to track quantities on hand and the rate of consumption.

☐ Robots or a digital assistant can automatically update inventories based on incoming needs and forecast future demands.

☐ While many are eager to help out in a disaster, remember that there may be expectations of payment for any supplies that are provided. Be clear on who is responsible for financial obligations.

Case Study

During the Central Mexico earthquakes in 2017, forecasting near-term needs meant organizing over 3,000 gifts delivered to children inside the shelters. Each received an appropriate gift for their age, gender and interests.

HUB

Shelter Needs Worksheet

Use this page to consider shelter needs. Based on who is in the shelter and your situation, consider which needs are core, intermediate, and less pressing. This will help you assess what you can accomplish now and what you need help with.

Hub Lead

Provide this sheet to staff and residents to keep them informed.

Use the blank Grid Form on page 31 for more space.

B

Things to Ask...

— What are people's shelter needs?

— What number of people have these needs?

— What type of core needs—and how many?

— How many are intermediate needs?

— What type of intermediate needs?

— How many are less pressing needs?

— What type of less pressing needs?

Things to Do...

☐ Categorize and list the core needs, intermediate needs, and less pressing needs daily.

☐ Quantify within each category of core needs, intermediate needs and less pressing needs by receiving total number of people per listed need under the three categories.

Core needs
(must haves)

Intermediate needs
(should haves)

Less pressing needs
(nice to haves)
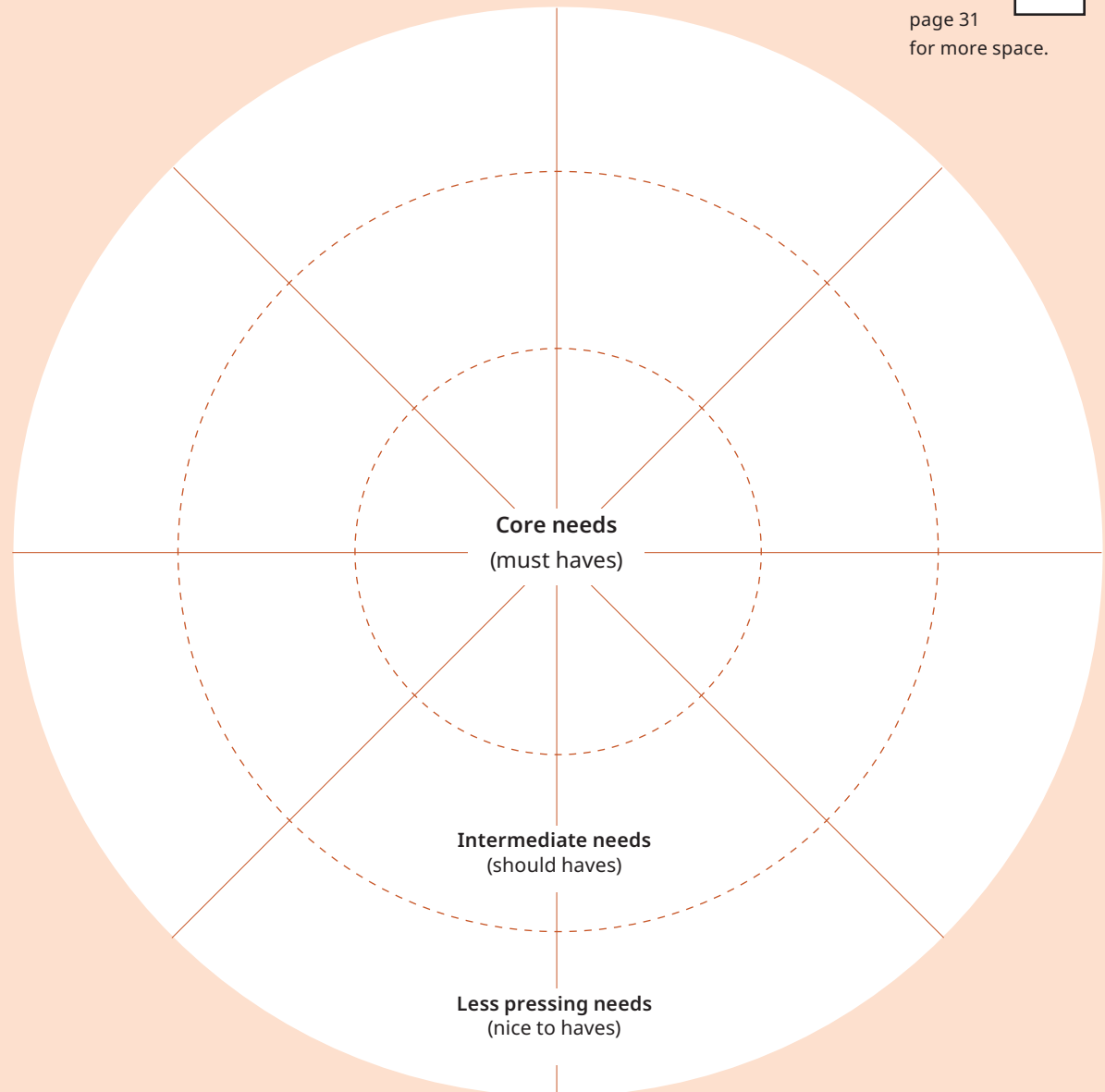
Floor Plan & Signage

Key Considerations

A shelter's physical space is a key resource. Match space to needs. Create a physical place for each core shelter task and draw lots of maps!

01   Maps, Maps, Maps

Map your location and distribute copies to the other team leads.

02   Clear Entrance & Exit

Mark entrances and exits.

03   Dedicated Spaces

Provide space for each major shelter need you have defined.

04   Signage

Create and post clear signage for each area (use pictures when possible to overcome language barriers).

05   Cordon Off Areas

Use tape and rope to cordon off sensitive areas like sleeping quarters and medical.

06   Covid-19 Precautions

Consider ventilation, modular living spaces, and social distancing when laying out your floor plan.

For the most current information about Covid-19, refer to the CDC website at https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html.

Things to Ask...

— What materials do we have available?

— What materials will I need?

— Where do I put the signage?

— How can I make the signs more visual to overcome language differences?

Things to Do...

☐ Place signage in visible areas.

☐ Use materials you have access to from bed sheets, masking tape, cardboard, etc.

☐ Post where to give skills (volunteer) and get needs met (donations) by indicating what areas Operations, Intake, and Reboot consists of.

☐ Make sure you have permission to tape, staple, and/or nail to walls or mark floors before doing so.

Digital Tip

☐ Digital floor planners recommend:

Room Sketcher - roomsketcher.com/floor-plans/conference-room-layout/

Exhibitcore - exhibitcore.com

Measure Kit - measurekit.com

Case Study

After experiencing tornadoes, Dekalb County, Alabama's faith-based community convened in a church to prepare for future storms. Signage was incredibly important during the exercise to directing survivors to clearly communicate where they could access resources while staying in the shelter.

Floor Plan & Signage Worksheet

Draw your shelter floor plan here. Mark entrances, exits, and designate a physical area for each major shelter need. Use tape and twine to mark areas and cordon off sensitive zones like sleeping quarters and bathrooms. Post lots of signs!

Hub Lead

Contact Info Here

Provide this sheet to staff and residents to keep them informed.

Intake/Registration		Donations/Supplies
Volunteers	Hub/Comms	Reboot
Sleeping Quarters		Lounge

B

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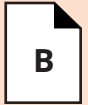
Shelter Floor Plan

Draw or paste your map here.

Signs to Maintain

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Communications

Key Considerations

Keep everyone informed. Manage internal communications for volunteers, Emergency Operations Centers (EOC), and responders as well as external communications for the community at large.

01 Inform

Set up a daily briefing with volunteers and evacuees to provide status reports and task assignments. Use the Communications Worksheet in this section. Post a daily schedule of activities.

02 Get Input

Keep volunteers and staff up-to-date on the state of the emergency and get their feedback on what is needed to make things run smoothly.

03 Advise

Make sure that everyone is aware of which information should be shared and which should be filtered.

04 Share Your Needs

Let aid organizations and the local community know about your resource needs.

05 Use Social Media

Social media is a critical tool for sharing information, requesting volunteers, and supplies (and letting people know what you do not need) as well as announcing shelter locations/capacities.

06 Be Prepared

People will come to the shelter to get information on the disaster. Make sure that you have the latest news to share and can provide access to the proper channels that people should tune-in to.

Things to Ask...

— What is the communications task?

— Who owns this task and why?

— How can we help to successfully accomplish the task?

— Are we working with the donations management team?

— Are we working with the layout and signage team?

— Do we have representation to attend the daily community briefing with local leadership and emergency management?

Things to Do...

☐ Have a chalk or whiteboard that shows the latest information on when/where updates are available.

☐ Dedicate an area of the shelter where people can watch the news and/or listen to Emergency Operation Center briefings.

☐ Set-up portable radios if the dispatch and repeater system goes online and there is no cell service.

☐ During the briefing, request time to speak about the shelter, take notes, and bring back a situational awareness report to share with teammates in internal communications briefing.

Digital Tips

☐ Use a dashboard such as TweetDeck or Hootsuite that allows multiple people access to social media accounts.

☐ Create Twitter hashtags specific to the disaster or use ones started by established groups for outreach.

☐ Create a computer bank for finding missing friends and family.

☐ Provide a charging station for phones.

☐ Find Ham Radio Operators to stay in touch with the outside world and technologists to set up Wi-Fi.

Case Study

During the Central Mexico earthquakes in 2017, survivors used social media to successfully reconnect with lost family members and loved ones.

Communications Worksheet

Provide this sheet to staff and residents to keep them informed.

The Communications team is responsible for both internal and external communications. Use this page to plan a communication strategy using all channels available to you.

Use the blank Situation Report Form on page 32 to keep track of all communication.

C
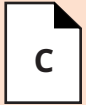
Create a physical space to provide information and share between internal and external groups

Internal Communications		External Communications
	6 AM	
Morning Briefing		
	Noon	Emergency Management Daily Briefing
Afternoon Briefing		
	6 PM	
	Midnight	

HUB

Official Response

Key Considerations

The Communications Team will need to keep in frequent contact with Official Responders. Use these tips for a seamless and productive interaction.

01   Incident Command System

Your region will establish an Incident Command System (ICS) to manage official disaster response. Keep in frequent contact with them. Ask for info about their structure, roles, and contacts. Use the info below to facilitate a smooth interaction.

02   Get Connected

— Establish liaison and reporting process.

— Attend Daily Briefings and report on the shelter.

— Utilize ham radio, phone, and satellite phone.

03   Local Emergency Manager

Can help with getting permissions granted, receiving situational awareness on the disaster, and connecting resources and people.

04   Red Cross

Can help with making sure the shelter is in compliance and providing feedback on the sheltering components and if there are other shelters in the area. Each jurisdiction has a different agreement of responsibilities with NGO partners.

05   FEMA

Can help in the case of a Federally-declared disaster with registering disaster survivors for potential assistance or small business administration loans.

Things to Ask...

— What obstacles am I facing that responders can help solve?

— Who do I know? Who do I need to know?

— Do I have information for local emergency management?

Things to Do...

Use the Situation Report Form on page 32 to report key information to local emergency management during daily briefings.

Share the following forms (available at bit.ly/2A0Ad6a):

Hub

☐ Shelter layout and signage maps (ICS 201 #4).

☐ Planning and Coordination (ICS 201 #5).

☐ Track Communication / Interoperability (ICS 217A).

☐ Daily Briefings (ICS 208).

Intake

☐ Registration (ICS 204 and/or 214).

☐ Number and needs of shelter evacuees and staff.

☐ Pay attention to triage information focused on medical needs.

Operations

☐ Document donated resources and disbursements (CFR 44 13.24, OMB Circular a-87, ICS 211).

☐ Document number and hours of volunteers (ICS 204 and 214).

Reboot

☐ Document information on emotional wellness and economic recovery.

Case Study

During the 2018 California wildfires in Paradise, emergency management and innovators worked together to develop community sheltering options where survivors had insight into the design and flow of the temporary community.

HUB

Official Response Worksheet

Hub Lead

Contact Info Here

Provide this sheet to staff and residents to keep them informed.

Keep in daily contact with official responders. Create a list of local and regional response organizations and their contact info. Make sure this info is available to shelter staff and residents.

Your region will establish an Incident Command System (ICS). Understanding the structure and key roles will help foster an effective collaboration. Ask Operations, Logistics, and Planning for their structure, role, and contact info for each section. Let them know your needs and work together.

A

Local Emergency Manager

Contact info here

FEMA

Contact info here

Red Cross

Contact info here

Other

Contact info here

Local ICS Organization

Incident Commander

Contact info here

Public Info Officer

Contact info here

Safety Officer

Contact info here

Liaison Officer

Contact info here

Operations

Your shelter will likely be placed under Operations. Connect with the Evacuation Unit Leader ASAP.

Contact info here

Planning

Connect with Sheltering and Mass Care (Emergency Support Function 6) before a disaster strikes.

Contact info here

Logistics

Connect with the Logistics Liaison to secure food, location, etc.

Contact info here

Finance & Administration

Connect with Reboot and local bank chapter to support financial literacy with shelter evacuees.

Contact info here

Intake: Get Coordinated

First Steps → Hub → Intake, Operations, Reboot → Forms

As the Lead...

Check-in frequently with other teams. Communication is the key to a good operation. Check with the medical team for triaging instructions.

Things to Ask...

Hub

— Check in with Hub about the current shelter capacity and number of expected new arrivals.

— Stay in contact with the communications team for updates to be distributed to new arrivals.

Reboot

— Ask the Reboot team to provide information on emotional and economic recovery for new arrivals.

— Ask Reboot about signs of emotional distress.

Operations

— Check in with OPS about donation and volunteer needs.

— Check with the medical team for triaging instructions.
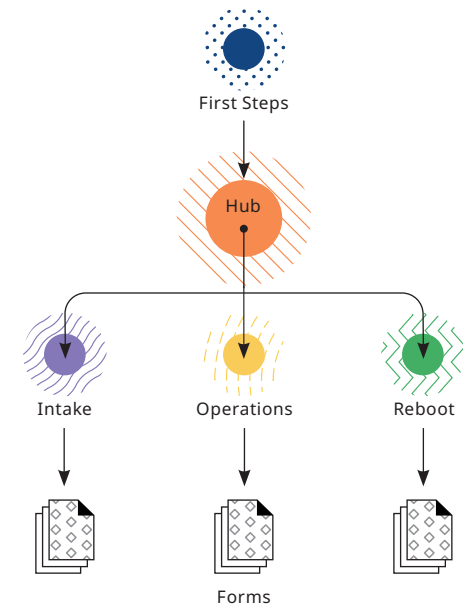
Things to Do...

Intake is responsible for:

☐ Managing queues and lines

☐ Registering arrivals

☐ Triaging based on need

First impressions matter. A smooth, efficient, and caring Intake can set the tone for the entire shelter experience. Be proactive and get ahead of the flow. Take steps to reduce bottlenecks, particularly at the REGISTRATION DESK by distributing forms while new arrivals are still in line or in the parking lot.

INTAKE

Team Org Chart Worksheet

Select team members and provide a checklist of responsibilities and tasks.

Intake Lead

Provide this sheet to staff and residents to keep them informed.

A

Intake Team Contact List

Queues & Signs	Registration	Triage
Create smooth, intuitive, and efficient intake systems for new arrivals.	Keep track of incoming and outgoing residents and volunteers.	Assess and route new arrivals to proper services.
Team Lead	**Team Lead**	**Team Lead**
Contact	**Contact**	**Contact**
Name	**Name**	**Name**
Contact	**Contact**	**Contact**

INTAKE

Queue Management

Key Considerations

The queue will be the first encounter arrivals have with the shelter and may set the tone for the entire experience. A positive experience takes planning, good signage, and empathy.

01 Get Ahead

Engage new arrivals while still in line or even the parking lot to reduce bottlenecks at registration. This will help triage and expedite more serious cases.

02 Recruit

Identify and prepare volunteers to support the flow. Find problem solvers who are comfortable working with people in distress and don't mind standing for long hours.

03 Explain

Provide a briefing on the shelter process. Be supportive and clear about your expectations. Understand that your volunteers may also be facing losses and uncertainty.

04 Educate

Thank everyone and remind them how important it is to make eye contact with survivors you are serving while helping them through the process flow.

05 Covid-19 Precautions

Consider social distancing for those in line by marking 6 feet+ distance. Ask about recent fever or cough. If possible take temperatures of each individual to with an electronic non-contact thermometer. Isolate and seek medical attention for anyone potentially infected.

For the most current information about Covid-19, refer to the CDC website at https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html.

Things to Ask...

Questions to ask community members in the queue:

— How are you?

— Do you have any immediate needs to be met?

Things to Do...

- ☐ Greeters to give out information and if musically inclined to play music; or for magicians do magic.

- ☐ Make signs with large block letters—use sheets, cardboard, overhead monitors, or even chalk marks on the door.

- ☐ Create a separate queue for returning evacuees and volunteers so that they can quickly check in.

- ☐ Ask volunteers to help gather information about needs while people are waiting in line.

- ☐ Keep people in the lines informed about how the shelter is organized and set expectations.

- ☐ Have chairs and water for people in line who need it.

Digital Tips

- ☐ Use automated text messages or restaurant-style beepers to alert people when it is their turn so they do not have to stand in line. You can also create group text lists for this purpose.

- ☐ Broadcast wayfinding information, including evacuation routes, to phones like the systems used for museum tours.

Case Studies

01 As wildfires raged in Alberta, Canada in 2016, designers suggested following the examples of airports and movie theaters to manage queues at shelters. These models have since been used successfully for relief efforts in other areas.

02 Refugees and technologists utilized 360-degree virtual reality imagery to capture evacuation routes that could download to smartphones during the Syrian Refugee Crisis in 2015.

INTAKE

Queue Management Worksheet

Intake Lead

Contact Info Here

Provide this sheet to staff and residents to keep them informed.

Use the blank Grid Form on page 31 for more space.

B

Sketch a model for your own queue plan. Use these three examples for inspiration. Your goal is a smooth flow of traffic at all times. Anticipate potential bottlenecks. Utilize 'greeters' to pre-load tasks to the parking lot or while in line.

INTAKE

Single Unsorted Line (Airport)

Volunteers or evacuees join a single line and are served by the next available person. This approach can save time, but requires that volunteers manning the stations are generalists.

Station 1 Station 2 Station 3 Station 4

Self Sorting with Signage (School)

Volunteers line up by skill, evacuees line up by need. Since some survivors have multiple needs, avoid asking them to re-queue for each request.

Sorting overhead signage

Station 1 Station 2 Station 3 Station 4

Greeter Sorting (Movie Theater)

Volunteers are greeted and routed to smaller groups of similarly skilled people for training. Use this approach during periods of high traffic.

Welcome Area

Station 1 Station 2 Station 3 Station 4

Source: Flow designs by FIT member, Michael McDaniel.

Queue Floor Plan

Draw you flow here.

Registration

Key Considerations

Keeping track of new arrivals can be a tricky business. Shelter organizers need to know headcount and understand basic needs in order to operate. At the same time, some community members may be sensitive to being documented. Our advice is to balance these needs in a mindful way.

01 Create Signs

Create visible signage and clear wayfinding. Consider how your plan will work if the line gets very long.

02 Gather Info

Make a list of who is checking in: names, ages, gender, arrival dates, phone/email.

03 Identify Needs

Find out what each person needs and what skills they can contribute — see Triage.

04 Provide a Briefing

Give a quick download on shelter services and policies—include a map if possible. Provide a safety briefing (this could be pre-recorded) or a printed handout.

05 Covid-19 Precautions

Ask about recent fever or cough. If possible take temperatures of each individual to with an electronic non-contact thermometer. Isolate and seek medical attention for anyone potentially infected.

For the most current information about Covid-19, refer to the CDC website at https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html.

Things to Ask...

Questions to ask community members in registration:

— What is your need?

— Who are you?

— Why are you joining us?

— How can we help?

Things to Do...

☐ Use the Intake Center as an information center for what resources are available for Operations, Intake, and Reboot.

☐ Assign a volunteer to greet newcomers immediately; have shelter needs assessment form and walk them to a triage point of contact for specialized help.

☐ Avoid overly intrusive questions that may alienate new arrivals.

☐ All residents staying in the sleeping quarters of the residents must register with name, photo identification and intake personnel must work with local authorities to vet residents with background checks. It must be clearly documented that activities are solely for safety purposes ONLY and an agreement must be in place with local authorities that safety and security during the disaster is the sole reason for the background check.

☐ Keep up-to-date records on who checks in and out. Update local authorities on the shelter capacity count.

☐ Ensure all volunteers are apprised of privacy considerations for those they provide aid to.

☐ Tally and organize the information for managing donations.

Digital Tips

☐ Pre-register via app before arriving. Use a voice assistant to check people in.

☐ Use biometrics such as a thumbprint scan, IRIS identification, and faceprint.

☐ Use a blockchain system to keep records and registration data safe by providing multiple entry points instead of one gateway to access private information.

Case Study

In 2013, after the floods in the town of High River, Alberta, Canada, responders and townspeople used a smartphone app to pre-register volunteers looking to support future disaster efforts.

INTAKE

Registration Worksheet

Provide this sheet to staff and residents to keep them informed.
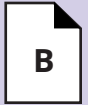
Use this space to plan for a managed registration process. Think of it as a series of steps designed to make it easy on the person going through the process.

Use the blank Grid Form on page 31 for more space.

B

INTAKE

Create a Physical Space for Registration

Check In

Check Out

Info Package

Register

Triage

Triage

Key Considerations

Getting the right support to survivors quickly is an important first step in helping them recover. Create a list of criteria to help staff quickly assess and route arrivals to the care they need.

01 Make a List

Keep track of what each person needs: a place to sleep, food, medicine, emotional support — see the Individual Needs Form on page 33 and List Form on page 30 to keep a running total of what is needed.

02 Advise

Direct people who need immediate attention to the relevant next step. Ensure that vulnerable or mobility challenged people are made comfortable, and volunteers come to them for information.

03 Recruit

Identify any skills that people can contribute to the shelter and recruit new volunteers. Many people will feel grateful if you give them a way to be useful to others. See the Volunteer Skills form on page 34.

04 Covid-19 Precautions

Ask about recent fever or cough. If possible take temperatures of each individual to with an electronic non-contact thermometer. Isolate and seek medical attention for anyone potentially infected.

For the most current information about Covid-19, refer to the CDC website at https://www.cdc.gov/coronavirus/2019-ncov/ prevent-getting-sick/prevention.html.

Things to Ask...

Questions to ask community members in triage:

— What can you give/how can you help?

— Who are you and do you have special skills?

— How do you want to volunteer?

— Why are you joining us?

   — Supplies ?

   — Shelter?

   — Minor medical need? What is it?

   — Major medical need? What is it?

Things to Do...

☐ Work with registration and evacuee to find out what is needed.

☐ Minimize the effort on the part of both the shelter and the survivor in obtaining needed support.

☐ Provide opportunities to get evacuees to volunteer in the shelter and become apart of Hub, Intake, Operations, and Reboot.

☐ Prioritize most urgent needs first.

☐ Work with case manager to determine who needs to stay vs. who needs supplies.

☐ Connect your intake process to the donations management system or process.

☐ Communicate with Intake Registration for individuals with a sleeping request to make sure background check is cleared with local authorities.

Digital Tips

☐ Digitize handwritten assessments with a photo converted to text. Optical character recognition software is another way to save time.

☐ Use a "virtual presence"/telepresence to connect an evacuee to an advisor or to help even if a person is far away.

INTAKE

Case Study

During the California wildfires and Hurricane Harvey disasters in 2017, shelter volunteers used social media channels like Facebook and church congregation apps to post requests for specific needs, including alternative medicines providing much-needed pain-relief for a disabled woman. As a result, individuals with unusual but important needs were matched to providers in the community who could help them.

Triage Worksheet

Provide this sheet to staff and residents to keep them informed.

Consider the differing needs of those arriving at the shelter. Make the process more manageable by sorting arrivals into groups with similar needs.

Use the blank Individual Needs Form on page 33 for more space.

D

INTAKE

Level 0 Volunteer Only	Level 1 Supplies Only	Level 2 Shelter & Supplies	Level 3 Minor Medical	Level 4 Major Medical
White badge/bracelet	Blue badge/bracelet	Orange badge/bracelet	Green badge/bracelet	Red badge/bracelet
Route to	**Route to**	**Route to**	**Route to**	**Route to**
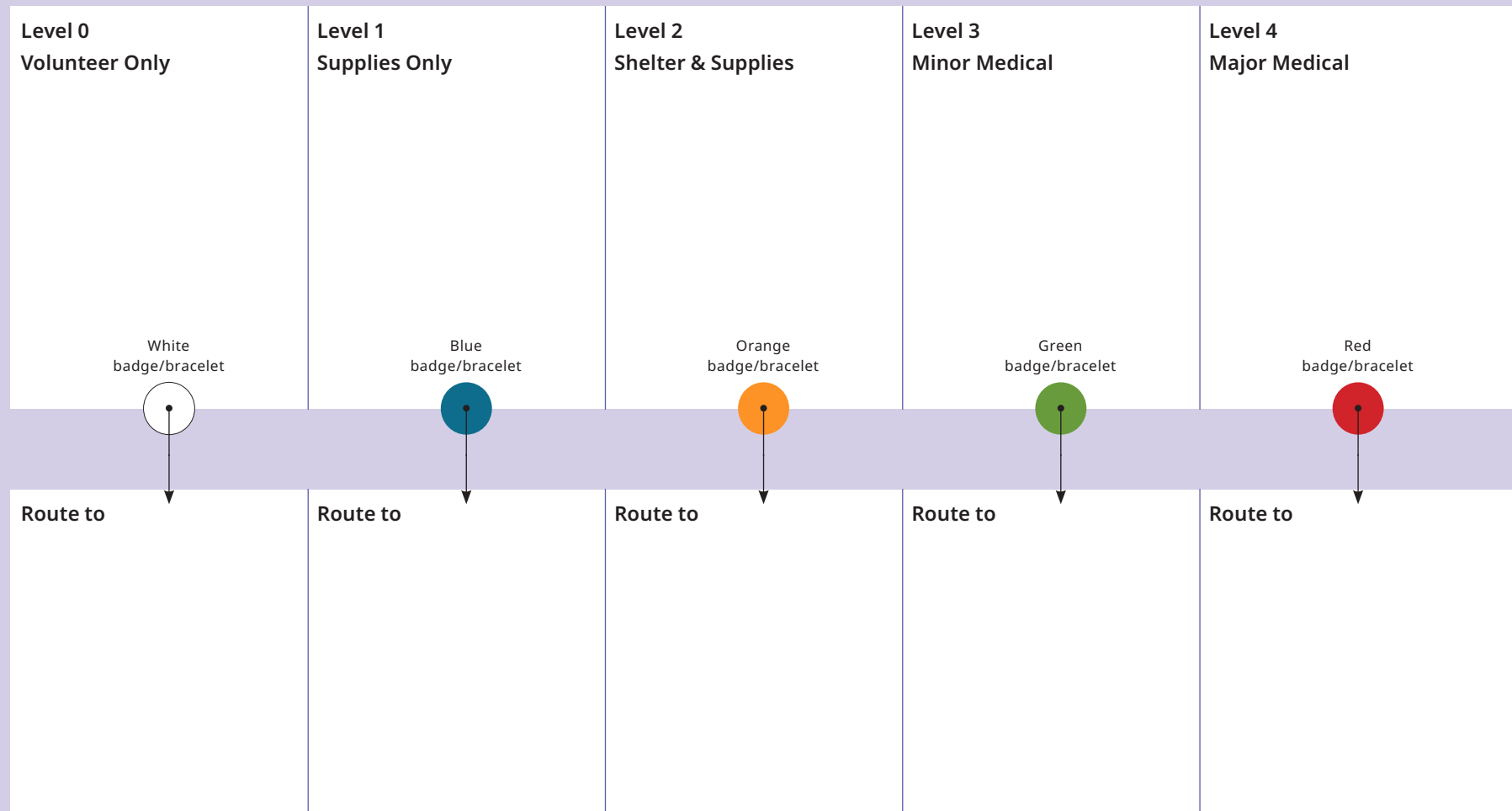
Operations: Get Coordinated

First Steps
Hub
Intake
Operations
Reboot
Forms

As the Lead...

Delegate fast by tearing out and giving this section to a small team. Check-in frequently with other teams. Communication is the key to a good operation.

Things to Ask...

Hub

— Communicate with Hub about current shelter capacity.

— Use a runner to get quick communication updates from Hub.

— Let Hub know if there are any additional signage needs.

Reboot

— Ask Reboot to help with emotional, entertainment, and economic needs.

— Ask Reboot for expectations and guidelines for handling emotional stress among residents, staff, and volunteers.

Intake

— Check with Intake about numbers of expected new arrivals and any special needs.

— Ask Intake to flag volunteers and donations for processing in OPS.
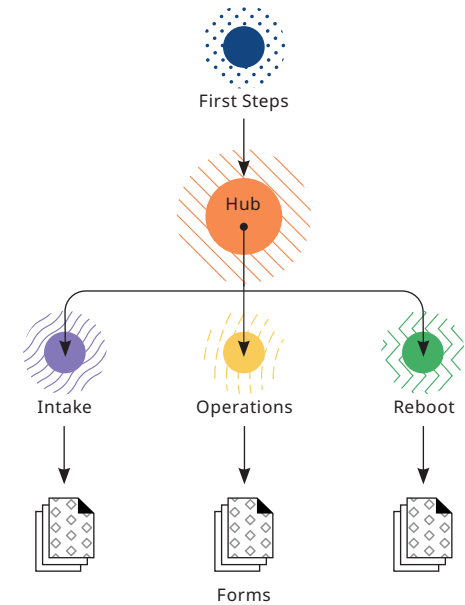
Things to Do...

Operations is responsible for:

☐ Managing Donations

☐ Managing Volunteers

☐ Sleeping Quarters

☐ Medical & First Aid

☐ Pets & Livestock

☐ Other Considerations

Operations works in close contact with Hub, managing many of the core shelter functions. Stay in continuous communication with Hub as well as the other teams and be proactive about alerting them to resource, volunteer and capacity limitations.

OPERATIONS

Team Org Chart Worksheet

Select team members and provide a checklist of responsibilities and tasks.

Operations Lead
Contact Info Here

Provide this sheet to staff and residents to keep them informed.

Use the blank List Form on page 30 for more space.

A

Operations Team Contact List

Donations	Volunteers	Sleeping Quarters
Manage incoming and outgoing supplies and donations.	Recruit and manage shelter volunteers.	Establish floor plan and safe management of sleeping quarters.
Team Lead	**Team Lead**	**Team Lead**
Contact	**Contact**	**Contact**
Name	**Name**	**Name**
Contact	**Contact**	**Contact**
Medical & First Aid	**Pets & Livestock**	**Other Considerations**
Triage medical needs and facilitate treatment as available.	Provide safe and hygienic management of pets and livestock.	Manage additional tasks as needed by shelter management.
Team Lead	**Team Lead**	**Team Lead**
Contact	**Contact**	**Contact**
Name	**Name**	**Name**
Contact	**Contact**	**Contact**

OPERATIONS

Donations

Key Considerations

Design an efficient flow of goods, from drop-off to delivery. Sketch the flow before opening—also walk through it to make sure that the process is efficient. Post a list of any items that you need.

01 Reach Out

Tap into community resources such as food banks, businesses, and organizations to support donations.

02 Dedicate Space

Create a physical zone for item intake, sorting, and distribution.

03 Map a Flow

Set up a traffic flow/supply chain for people and items.

04 Document

Use intake and outake forms.

Flow Example
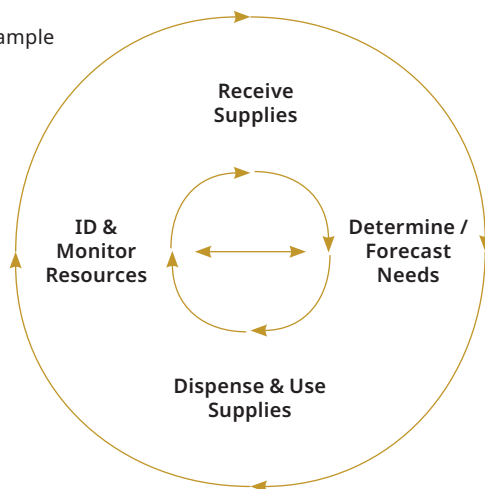
Things to Ask...

— What was donated and what was the quantity?

— Who is organizing the inventory?

— How is the inventory being organized for easy access?

— Track your progress: Are you getting survivors what they need?

Things to Do...

☐ Leverage local and regional partnerships to provide services. For example, arrange for meals from a nearby restaurant and transportation from delivery drivers, and ride-sharing services.

☐ Send unneeded items to other shelters requesting these items.

☐ Call for donations while enthusiasm is high.

☐ Inventory donations, keep daily record, and use receipt form.

☐ Keep a record of donors in Excel spreadsheet that is on a shareable platform.

☐ Establish a mechanism for monetary donations.

☐ Keep intake and communications teams up-to-date with current donation totals.

☐ Listen to Intake's daily needs and work with communications team to articulate what is needed.

Digital Tips

☐ Use unmanned vehicles to bring goods to the shelter when conditions might be unsafe.

☐ Task AI-enabled robots with sorting items and updating inventory lists.

☐ Automate the distribution of supplies with QR codes

Case Study

When tornadoes struck Pilger, Nebraska in 2014, residents stayed informed by accessing a digital dashboard with social media posts on donations, fundraising activity, and other news.

OPERATIONS

Donations Worksheet

Provide this sheet to staff and residents to keep them informed.

Use this worksheet to map your supply chain in terms of physical space. As with queues, you want to set up an efficient traffic flow. Anticipate bottlenecks and plan ahead. List key tasks which will need to be performed. Check to see if you have accounted for each task.

| Input | → | Sort & Monitor | | Output | → |

Use the blank Exchange Receipt Form on page 36 for more space.

G

Create a Physical Place for Dontations

Supply Chain Map

Key Tasks

☐

☐

☐

☐

☐

☐

☐

☐

☐

Draw or paste your map here.

OPERATIONS

Volunteers

Key Considerations

Tap into the skills of shelter residents and the greater community beyond the shelter walls. Here are some ideas on how to delegate tasks within the shelter.

01 Hub Needs

Shelter management, medical/first aid, security, and technology/computer/communications.

Look for the following skills and experience: disaster response, medical, security, technology, computer, communications.

02 Intake Needs

Managing queues, registering new arrivals, and triaging needs. Look for the following skills and experience: languages, art/signage, people management.

03 Operation Needs

Manage volunteers, sleeping quarters, medical and first aid, pets and livestock, and other considerations.

Look for the following skills and experience: building/carpentry, supply management, child or elder care, pets and livestock, food handling and preparation.

04 Document

Emotional wellness, entertainment, economic recovery, and entrepreneurial guidance.

Look for the following skills and experience: Mental health, entertainment, business, finance or entrepreneurial.

Things to Ask...

— What skill sets do we have from volunteers?

— Who are our volunteers?

— How many volunteers do we have?

— Are Hub, Intake, Operations, and Reboot supported with enough volunteers on teams?

— Are you involving shelter residents in the volunteer process?

Things to Do...

☐ Empower volunteers to identify key tasks you need help with and solicit help from volunteers with the specific skill set.

☐ Provide training when needed; consider pairing less experienced volunteers with expertise.

☐ Allow evacuees to opt in as volunteers.

☐ Ensure 8 hour volunteer shifts with 30 minute breaks.

☐ Track hours, number of volunteers and tasks for the HUB at daily briefings.

☐ Keep a database for present and future use of volunteers (contact information, licenses, skills) i.e.- Forklift drivers are incredibly helpful for donations.

☐ Operations must work with local authorities on volunteer background checks.

☐ Perform regular check-ins and exit interviews.

Digital Tips

☐ Consider utilizing apps or cloud-based documents to allow volunteers to sign up virtually for tasks, timing, and days.

☐ Use aerostats/giant weather balloons in the sky to let people know what kinds of help the shelter needs from volunteers. For example, a red balloon could mean, "We need communications expertise."

OPERATIONS

Case Study

The town of High River in Alberta, Canada used an app to organize volunteers after severe floods in 2013. The app made it easier to distribute information about which tasks and skills were needed. Volunteers could then indicate how they wanted to help.

Volunteers Worksheet

Provide this sheet to staff and residents to keep them informed.

Use this worksheet to set up a step-by-step process for managing volunteers. Consider recruitment and assignments, establish regular shifts and a way for smooth information hand-off between shifts.

Volunteers arrive to shelter and provide skill info.	→	Report to meeting area; are assigned to teams.	→	Volunteers report to teams in regular shifts.
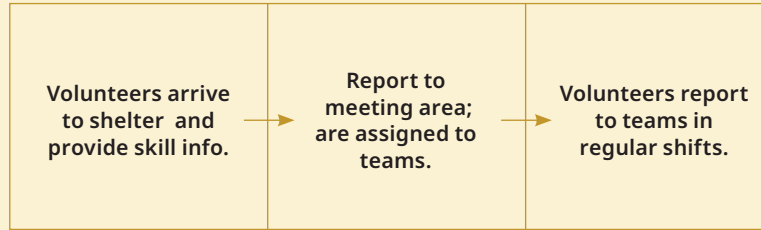
Use the blank Volunteer Skills Form on page 34 for more space.

E

Create a Physical Place for Volunteers

Volunteers Supply Chain

Code of Conduct

☐
☐
☐
☐
☐
☐
☐
☐
☐
☐

Draw or paste your map here.

OPERATIONS

Sleeping Quarters

Key Considerations

For many, this is the most difficult part of coming to a shelter. Careful planning and sensitivity can help you create a safe, collaborative, and calming environment.

01 Plan the Space

Dedicate areas for families, singles by gender, and the elderly. Young families may want to share beds for comfort and to simplify baby care. Leave enough space for walking in sleeping areas.

02 Stay Safe

Make sure safety routes are never blocked. Monitor sleeping quarters 24/7 for safety and security. Provide a secure way to store belongings.

03 Map it

Draw a diagram of the facility and beds (hand-drawn is fine)

Example

Elderly	Single Women	Single Men
Families		

04 Covid-19 Precautions

Consider social distancing when laying out sleeping quarters. Disinfect surfaces in shared spaces.

For the most current information about Covid-19, refer to the CDC website at https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html.

Things to Ask...

— What are our number of elderly, single women, families, and single men?

— What basic rules make sense? How do we share them?

— Who needs additional assistance? Is anyone machine dependent? Does anyone have mobility challenges?

— How are we going to map out and organize the area?

— Do we have enough room in this facility to accommodate everyone? How many beds do we have?

Things to Do...

☐ Dim the lights at night. Include "quiet time" so that people are not disturbed. Arrange adjacent families head-to-toe to maximize privacy.

☐ Consider using air mattresses rather than cots, which are difficult for the elderly to use.

☐ Check to see if blueprints are available for your location. Mark exits, bathrooms, and access points.

☐ You can sketch room layouts on copies of the plan.

☐ Post time/hours, schedule, and rules.

☐ Use masking tape to organize the area if you do not have walls.

☐ Post map with "you are here" dot and exits clearly marked.

Digital Tips

☐ Online tools like RoomSketcher and Exhibitcore can help you draw your floor plans. Some programs can also help identify quantities of items you need based on your design.

☐ If blueprints are available, scan and enhance existing digital space images of the space.

Case Studies

01 During the California wildfires and the Central Mexican earthquakes in 2017, survivors and responders preferred sleeping in tents to maintain their privacy. In Mexico, this allowed families to stay close to their ruined homes and possessions for greater security.

02 A hotel shelter during the Northern California wildfires in 2017 allowed families to sleep in larger beds. The families found they could sleep together more comfortably and safely than in cots.

OPERATIONS

Sleeping Quarters Worksheet

Use this worksheet to plan the physical layout of the sleeping area. Keep in mind privacy, noise control, and other 'House Rules'.

Arrange your space to have 36 inches between cots. See the Americans with Disabilities Act (ADA) Checklist for Emergency Shelters - bit.ly/2Q6ne79

Provide this sheet to staff and residents to keep them informed.

Elderly	Families	Single Men
Single Women		

Use the blank Grid Form on page 31 for more space.

B

Create a Physical Place for Sleeping

Sleeping Quarters Floor Plan

Draw or paste your map here.

House Rules

- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]

OPERATIONS

Health & First Aid

Key Considerations

Medical needs may be significant. Do what you can but know your limits and seek professional help ASAP.

01 Know Your Community
Assess the strengths (volunteers, resources) and vulnerabilities of your community.

02 Get Connected
Connect with Emergency Operations Center (EOC) and Emergency Management (EM). Get written approval for free medical services from Emergency Management.

03 Build a Team
Assemble a team of medical professionals. Confirm state licenser. Enroll in the regional volunteer registry (get contacts from Health & Human Services and from the Emergency Operations Center).

04 Have a Place
Establish a dedicated treatment area. Consider patient privacy, safety, access to electricity, and transportation.

05 Keep Good Hygiene
Set-up multiple handwashing stations and post signs about washing frequency rules and best practices. Use alcohol-based hand sanitizer as an alternative. Change gloves between patients.

06 Screen
Establish a Patient Waiver, Intake Form, and Public Health Survey for liability protections and subsequent analysis.

07 Recruit
Look for volunteers with first aid, nursing, or other medical training. Volunteer enthusiasm is high in the immediate aftermath of a disaster. Their service must be free of charge.

08 Covid-19 Precautions
Check temperatures with an electronic thermometer. Consider social distancing practices 6 feet distancing. Educate staff and evacuees on symptoms to be aware of fever, cough, shortness of breath, etc. Cover coughs and sneezes. Follow local, State and Federal health guidelines.

Things to Ask...

— What type of incident occurred, how many victims are there, and what risks are involved?

— What medical providers are offering services? For Free? Accept Medicaid? Operate on a sliding scale?

— What pharmacies are open? Do they offer a discounted generic prescriptions service?

— What other organizations are in the area to collaborate with? (Red Cross, Green Cross, Emergency Management Services, etc.)

— What volunteer registries are in the area that you could add your organization to? Make connections!

— Who is in charge of medical response/coordination within the Emergency Operations Center? Get in touch with them.

— What supplies do you have/need? Inventory them so that when asked, you can relay your needs.

Things to Do...

☐ Protect yourself: use personal protective equipment.

☐ If it is mass casualty incident, triage patients: Life threatening injury (I or Red), evacuees you can delay care (D or yellow), minor wounds (M or Green), Deceased (DEAD or Black.) Tag each patient, separate into designated treatment areas. Treat immediate patients. Document results.

☐ Locate medical area near official response to share resources.

☐ Organize supplies. Consider using a digital spreadsheet for inventory.

☐ Assemble first aid kits to distribute.

☐ Address public health concerns: sanitation, hygiene, and water purification. Clearly label medical waste and use a Sharps container.

☐ Purify water: Boil (rolling) for 1 minute (3 minute at altitudes higher than 1 mile), use water purification tablets, or us non-perfumed bleach (8 drops per gallon, 16 drops a gallon for cloudy water, and let it stand for 30 minutes.

Digital Tip

☐ Create a social media page for dissemination of information and coordination of services.

Case Study

After Hurricane Harvey struck Rockport, Texas, the nearest hospital was closed and there was a lack of access to primary care. An RV was converted into a medical unit and parked next to the FEMA tent to share resources like electricity. The unit was staffed with volunteer, in-state licensed physicians and nurses, and provided free medical care/first aid/public health expertise to the population.

OPERATIONS

Health & First Aid Worksheet

Provide this sheet to staff and residents to keep them informed.

Use this worksheet to create an info sheet for the Health Office. Distribute to team leads and post in prominent places around the shelter.

Use the blank Medical Triage Form on page 35 for more space.

F

Hours	Services	Supplies
	What we can give.	What we need to get.

Location	Related Teams	Volunteers
	Who we need to work with.	Who we need.

OPERATIONS

Pets & Livestock

Key Considerations

Let's face it. For many of us, pets are family and cannot be left behind. Consider the needs of your community and make space if you can.

01 Communicate

Create an owner information sheet about the shelter and what they can expect.

02 Vet Care

— Rabies vaccination information

— What records do you have with you?

— Flea/tick prevention

— Medications needed

03 Know the Needs

Perform a needs assessment on each arrival:

— Food

— Water dish

— Litter box

— Puppy pads

— Crates

— Leash

04 ID Tags

Make shelter identification tags to indicate species, breed, color, age, identifying marks, collar, spay/neuter, name, and owner information.

Things to Ask...

— Work with Hub to establish a designated location for pets or livestock that is removed from other areas.

— Work with Setup to create clear signs for pet owners.

— Work with Intake to provide info sheets for owners and to keep records of all incoming pets or livestock.

— Keep Communications up-to-date on status and needs.

Things to Do...

☐ Assign a volunteer to handle Intake.

☐ Monitor pet area.

☐ Provide guidelines for Pet Management for duration of stay (feeding, watering, cleaning, potty breaks, etc.).

☐ If available, provide veterinary care at specific times for registration.

☐ Create a photograph database for ID purposes.

☐ Keep feral or aggressive animals separate.

☐ Have an on-site mobile vet hospital with vaccinations available.

Case Study

After volcanic eruptions and lava flows in Hawaii in 2018, residents began a virtual group for lost and found animals to support reuniting evacuees with their pets. Participants could post descriptions and photos of the lost pet in hopes to find the owner. They also had physical meet-up location on the island where the animals could be scanned for a microchip to help expedite the reunification.

OPERATIONS

Pets & Livestock Worksheet

Provide this sheet to staff and residents to keep them informed.

Use this worksheet to create an info sheet about the Pet Office. Distribute to team leads and post in prominent places around the shelter.

Use the blank List Form on page 30 for more space.

A

OPERATIONS

Hours	Services	Supplies
	What we can give.	What we need to get.

Location	Related Teams	Volunteers
	Who we need to work with.	Who we need.

Other Considerations

We couldn't cover everything and keep it simple at the same time. Here are a few more topics for you to think about. Use the back of the page to plan for your unique needs.

01   Safety & Security

Safety and security are ongoing concerns that need to be addressed. Initially, the shelter must provide a safe haven from environmental risks, such as smoke, wind, and flooding. Buildings should also be checked for stability following an earthquake. After the immediate risk is over, interpersonal risks can become a concern. To minimize problems, it's important to maintain regular open and closing hours and to enforce a system of checking people in and out.

— Consider shelter floor plan and how to monitor/control entrances and exits (minimize points).

— Create a roving patrol that comes through no less than twice an hour.

— Try to have two officers minimum per location.

— Remember that security officers are 'Ambassadors' of the shelter.

— Establish a perimeter patrol. Have pairs of volunteers take day/night shifts walking inside the shelter and around the perimeter.

— In a perfect world, there should be a place to lock up valuables. The shelter can't assume responsibility for people's possessions, but it can offer "at your own risk" lockup.

— The culture of the shelter is VERY important, Shelter Ambassadors should be friendly, de-escalate situations and care about the community.

02   Transportation & Parking

Transportation and parking might seem like a peripheral need but it can have a big impact on access to the shelter for people and supplies.

A few best practices can go a long way. Start by mapping the layout and making clear signs. If you have them, use cones to make lanes. Consider designated parking areas for special needs. Security will be important. Assign volunteer attendants to keep traffic flowing. Consider scheduling a busing service. Digital will enable you to map and ID traffic in the area.

03   Privacy

People need their privacy, and as challenging as it can be to fulfill that need, there are things a shelter can do to accommodate them.

One common strategy is to create separate sleeping areas for families, the sick and elderly, and the general population. Another is to provide makeshift screens by hanging sheets and other materials. Tents can also be used to create a sense of separateness.

04   Food & Beverages

Running a full-time food service operation may be unrealistic for some shelters, particularly if the facility lacks suitable kitchen facilities. We recommend trying to partner with licensed food kitchens, restaurants, and other businesses to provide meals on a regular basis.

05   Utilities

It's possible that electricity and gas will be unavailable following a disaster. Generally, outages like these are short-lived, but they can persist for longer periods. When this happens, shelter operators should seek out partnerships with emergency operations centers, police departments, and other city facilities that typically have backup generators. It may also be advisable to ration power for certain uses, like powering essential medical devices.

OPERATIONS

Other Considerations Worksheet

Provide this sheet to staff and residents to keep them informed.

Use this worksheet to think about other considerations which may be important for your situation. Take a moment to reflect and plan.

Use the blank Grid Form on page 31 for more space.

B

01 Safety & Security	02 Transportation & Parking	04 Food & Beverages
	03 Privacy	05 Utilities

OPERATIONS

Reboot: Get Coordinated

First Steps → Hub → Intake, Operations, Reboot → Forms

As the Lead...

Check-in frequently with other teams. Communication is the key to a good operation. Delegate fast by tearing out and giving this section to a small team.

Things to Ask...

Hub

— Ask Hub for a dedicated location for Reboot activities.

— Keep up-to-date with Hub as the situation evolves.

— Check in with the Official Response team about NGO or government resources for emotional and economic recovery.

Operations

— Work with Operations to find potential volunteers for counseling, entertainment, or economic advice.

Intake

— Find out from Intake if new arrivals are coming in and be proactive about disseminating recovery information.
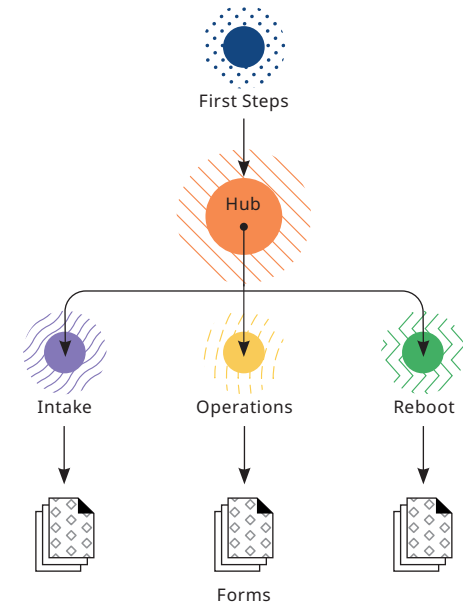
Things to Do...

Reboot is responsible for:

☐ Emotional Wellness

☐ Entertainment

☐ Economic Recovery

☐ Entrepreneurial Guidance

It is never too early to begin recovery and sometimes the best medicine is to help others. Look for those experiencing severe emotional or economic distress and intervene. Recruit counselors, entertainers and economic advisors.

REBOOT

Team Org Chart Worksheet

Reboot Lead

Provide this sheet to staff and residents to keep them informed.

Select team members and provide a checklist of responsibilities and tasks.

A

Reboot Team Contact List

Emotional Wellness	Entertainment	Economic Recovery	Entrepreneural Guidance
Monitor and assist with the emotional wellness of residents and staff.	Boost morale and mood by recruiting and facilitating entertainment.	Help residents understand their options and access financial resources.	Advise residents and volunteers about entrepreneurial opportunities.
Team Lead	**Team Lead**	**Team Lead**	**Team Lead**
Contact	**Contact**	**Contact**	**Contact**
Name	**Name**	**Name**	**Name**
Contact	**Contact**	**Contact**	**Contact**

REBOOT

Emotional Wellness

Key Considerations

Everyone will be impacted emotionally. Look for signs of distress and offer assistance. Evacuees are not the only ones suffering during a crisis; responders and volunteers need emotional support, too.

01   Discussion Area
Provide a quiet, relaxing space where people can meet without being disturbed.

02   Therapy
Bring in licensed counselors to offer assistance to those in need.

03   Create a Tradition
Encourage circles of community members, responders, and others to meet daily at the same time and location to discuss and process the disaster.

Pre-Disaster • Honeymoon • Reconstruction • Heroic • Disillusionment

Impact

Threat

Warning   Inventory

Trigger events and anniversary reaction

Day 1 - 3   Year 1 - 3
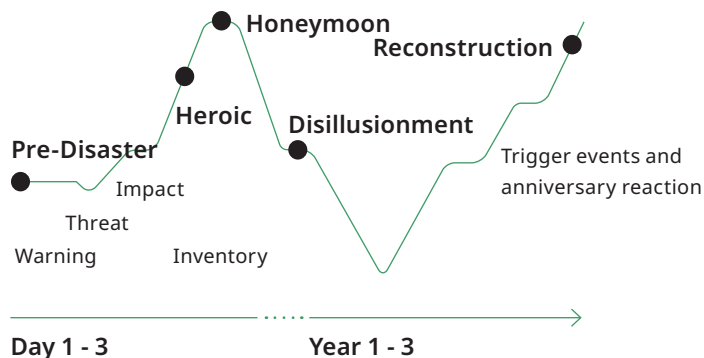
Source: Zunin & Myers as cited in DeWolfe, D.J., 2000

Things to Ask...

— How are you?

— Do you need anything?

— Have you had a break today?

— Are you hungry? Are you thirsty? Have you had a chance to go to the bathroom?

— Do you want someone to listen or be here with you?

Things to Do...

☐ Listen to shelter evacuees

☐ Establish wellness and check-ins for staff, volunteers, and shelter evacuees daily.

☐ Link people to volunteer opportunities to feel empowered.

☐ Use licensed counselors or work with an NGO specializing in trauma.

Digital Tip

☐ Artificial Intelligence (AI) Chatbots are available for mental health support (woebot.io, hellojoy.ai, wysa.io, x2.ai)

Step 1: Grab a smartphone.

Step 2: Type # given to you into whatsapp.

Step 3: Start texting the chatbot.

Step 4: You can always ask to talk to a person from Green Cross rather than the chatbot.

Case Studies

01   During Hurricane Harvey in 2017, licensed therapists, counselors, and psychologists delivered aid to evacuees and responders based on the crisis arc (map on left).

02   Programmers and refugees co-created a chatbot used by survivors to share their stories anonymously during the Syrian refugee crisis.

REBOOT

Emotional Wellness Worksheet

Provide this sheet to staff and residents to keep them informed.

Use this worksheet to consider the emotional journey shelter residents and staff will be experiencing. Think about expectations and creative responses. Disseminate this info to staff and residents at daily briefings.

Use the blank List Form on page 30 for more space.

A

Phases of Collective Trauma Response

Day 1 - 3

Pre-Disaster

Warning

Threat

Impact

Heroic

Honeymoon

Inventory

Disillusionment

Source: Zunin & Myers as cited in DeWolfe, D.J., 2000

Day 1	Day 2	Day 3
What We are Observing	What We are Observing	What We are Observing
Tips on Actions to Take	Tips on Actions to Take	Tips on Actions to Take

Source: https://www.ictg.org/phases-of-disaster-response.html

REBOOT

Entertainment

Key Considerations

Entertainment provides welcome relief during difficult times. Engage as many people as you can. Everyone has something they can share!

01 Recruit Talent

Invite community members and volunteers to participate — entertainment provides relief and just about anything (family friendly) goes!

02 Schedule

Plan times at the shelter for entertainment and be specific about hours and days of operation.

03 Post Signs

Let people know when entertainment is occurring.

04 Watch

Kick up your boots and enjoy!

Things to Ask...

— Who is the audience? What might they respond to?

— Which on-hand objects can we make use of?

— Who has entertainment, art, or cooking skills to share?

— Who is a local educator?

Things to Do...

☐ Provide care for displaced pets.

☐ Hold yoga and meditation classes in person or at a local studio.

☐ Make sure people have someone to talk to, either volunteers or clergy.

☐ Look for a way to incorporate comfort animals into shelter life.

Digital Tips

☐ Create a Robotics Petting Zoo

Step 1: Gather engineers, robotic clubs and community technologists.

Step 2: Assemble robots

Step 3: Let loose the robots! Allow kids learn how they work and play with them.

Step 4: Laugh and enjoy! Watch this video: vimeo.com/101341878

☐ Perform a Moonbounce

Step 1: Recruit ham radio operators in your community and pick a clear night you can see the moon.

Step 2: Point a large dish-style antenna directly at the moon.

Step 3: Send a (usually VHF) transmission that includes your ham call sign.

Step 4: Monitor to see if you receive your signal back. Then you've received a moonbounce!

Read about it: moonbouncers.org

Case Study

Programmers and refugees co-created a chatbot used during the Syrian Refugee Crisis of 2015 as a way for survivors to share their stories anonymously with a robot.

REBOOT

Entertainment Worksheet

Provide this sheet to staff and residents to keep them informed.

Keeping the mood light will benefit everyone. Use this worksheet to plan entertainment for both children and adults. Work with Volunteers to recruit residents and give them a way to show off their talents.

Use the blank List Form on page 30 for more space.

A

Hours	Day 1 Kids	Day 2 Kids	Day 3 Kids
Location	Adults	Adults	Adults

Economic Recovery

Key Considerations

The economic impact of disaster can continue long after the event. By helping community members take first steps, shelters can be the doorway to financial recovery.

01 Connect

Bring in local banks and the Chamber of Commerce to discuss micro-loans and disaster relief funding.

02 Educate

Ask financial advisors and entrepreneurs to teach financial literacy and business planning.

03 Learn More

For more information on how to support small businesses and families, see the section on Entrepreneurial Guidance.

Things to Ask...

— What is your situation?

— Have you lost your home?

— Do you have insurance?

— Have you lost your job, employer or company?

— How long do you have resources for?

— Have you been in touch with your bank / insurance provider, etc.?

Things to Do...

☐ Understand what type of aid your jurisdiction may offer, from business loans to assistance for personal recovery, to investment in new business ventures. Each country and region has a different systems for providing economic support.

☐ Set up a system for bartering goods made by shelter residents as an alternative to exchanging currency.

Digital Tips

☐ Learn about cryptocurrency and digital currencies.

☐ Use telepresence technologies to enable financial experts to educate survivors on best practices for economic recovery.

Case Studies

01 BBVA Compass, like other banks, offered special loans and discount credits, payment deferrals, and waived late fees for those impacted by the hurricanes in 2017.

02 During the Wisconsin floods of 2010, the Economic Development Corporation created a QR-based guide to help business owners and community members recover after the disaster.

REBOOT

Economic Recovery Worksheet

Economic needs will differ depending on the type of disaster you are facing. Use this worksheet to consider the needs and resources available to individuals/households as well as small businesses.

Reboot Lead

Contact Info Here

Provide this sheet to staff and residents to keep them informed.

Use the blank List Form on page 30 for more space.

A

Hours	Households	Small Businesses
	Needs	Needs
Location	Resources	Resources

Entrepreneurial Guidance

Key Considerations

Sometimes we can turn liabilities and needs into opportunities. Help residents and staff look for silver linings in the post-disaster situation.

01 Workspace

Set up a craft room, workshop, computer bank, or makerspace where evacuees can create goods for sale, learn skills, or restart their businesses.

02 Recruit

Enlist shelter residents, local artists, and businesses to give classes/workshops.

03 Promote

Host an auction or fundraiser that features goods made by survivors.

04 Implement

Encourage entrepreneurs to consider how their products can support the larger community by facilitating recovery from the disaster.

Things to Ask...

Things to ask staff and residents:

— What do you like to do?

— What are your skills? What is your profession? What are your hobbies?

— How can we support building ideas in the community?

— How can we grow ideas in the community?

— How can we repurpose materials in the community? (i.e. unwanted donations such as t-shirts could be repurposed into pillows and blankets.)

Things to Do...

☐ Look for people with skills like these: architecture, calligraphy, dance, drawing, literature, music, painting, photography, printmaking, sculpture, theatre, floral decoration, furniture, glassware, interior design, mosaic, pottery, rug/carpet, stained glass, and tapestry.

☐ Invite local artists who have lived through previous disasters to tell their stories and provide mentorship.

☐ Coordinate with community members to teach skill sets.

Digital Tips

☐ Let people sign up for skills they want to learn using a digital touchscreen. The system should enable them to request any resources they need for this activity and tally daily lists of those requests.

☐ Work with the donations center by sending requests for the materials to the center for supplies.

☐ Use crowdsourcing platforms to support a virtual store for entrepreneurs, makers, and artists selling their work.

Case Study

After the 2013 floods that struck Alberta, Canada, artists and the community banded together to provide temporary space at a local school where the artists could continue their work.

REBOOT

Entrepreneurial Guidance Worksheet

Sometimes we can turn liabilities and needs into opportunities. Use this worksheet to consider ways either individuals or the community as a whole can make the most of adversity.

Things to Ask...

— What new needs do you see in your community? Brainstorm out-of-the box ways to meet those needs and support new businesses at the same time.

— Has the disaster left debris or objects that can be crafted or re-purposed into an item of value? Examples may be wood from uprooted trees or other debris which could be repurposed into furniture or artwork, or whatever you can imagine.

— Do you have a dream you have never pursued? Consider how you might pursue it now.

Things to Do...

☐ Work with the community to discover the core needs and liabilities.

☐ Seek out the opportunities.

☐ Make sure that opportunities tie to core needs and liabilities by collaborating with the community.

☐ Think outside the box!

Provide this sheet to staff and residents to keep them informed.

Use the blank Grid Form on page 31 for more space.

B

Medium Opportunities

Strong Opportunities

Core Needs & Liabilities

Intermediate Needs & Liabilities

REBOOT

Forms & Resources

First Steps

Hub

Intake · Operations · Reboot
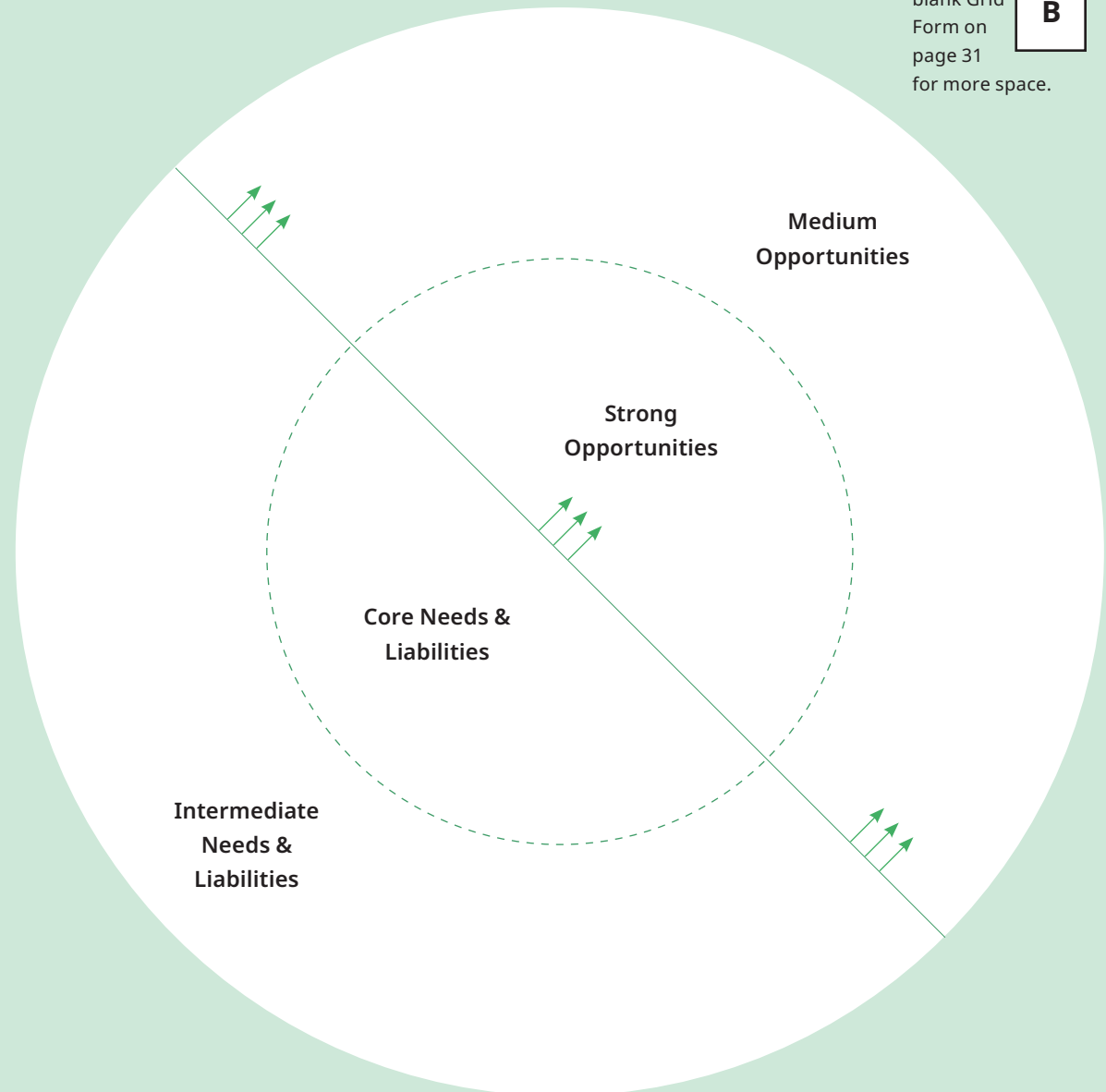
Forms

FORMS are a great way to gather and process information that will help you manage the shelter -- how many people are there, what donations have come in and gone out, who is volunteering, etc
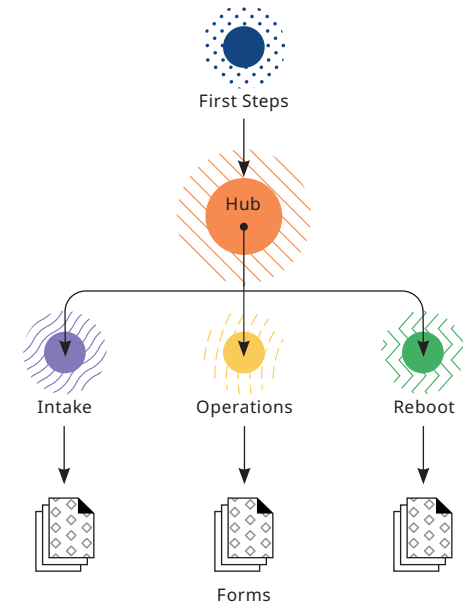
Forms for Shelter Staff

A

List

— Contact
— Supplies
— Registration
— Donations
— Volunteers

B
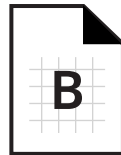
Grid

— Org Chart
— Map
— Planner
— Supply Chain
— Gameboard

These two SUPER FORMS can meet most of your needs.
Lists and grids make up the most common document requirements. Flip this sheet to see how.

C

Situation Report

The **Situation Report** form gives you a systematic way to relay your status to officials and outside organizations.

Forms for Residents & Volunteers

D

Needs

E

Skills

F

Medical

Use these three forms to **collect important info** from shelter residents and volunteers.

G

Receipts

Double **receipts** will help you manage and record donations and other exchanges.

Forms & Resources

List Form A

Use a single generic **LIST FORM** for many needs. Copy these column titles to get started; improvise to suit your unique needs.

LIST FORM
A-1 A-2
Use this form to create contact sheets and supply lists, keep track of registrations, donations, and volunteers or anything else that needs a list.

Title: _____ Date/Time: _____

Prepared By: ___ Function: ___ Cell: ___

BBVA RETURN TO _____ WHEN COMPLETE

LIST FORM
A-1 A-2
Use this form to create contact sheets and supply lists, keep track of registrations, donations, and volunteers or anything else that needs a list.

Title: Registration Date/Time: Dec 12, 2018

Name	# in family	Date/Time	Cell	Triage
Sally Jones	3	12/11 3pm	555-3423	Low
Mark Jacobs	4	12/11 4pm	981-2625	Low
Eric Holder	1	12/11 7pm	173-0176	Med

LIST FORM
A-1 A-2
Use this form to create contact sheets and supply lists, keep track of registrations, donations, and volunteers or anything else that needs a list.

Title: Staff Contacts Date/Time: Dec 12, 2018

Name	Team	Cell	Email
Jane Doe	HUB	555-3423	jane@gmail.com
John Smith	INTAKE	981-2625	john@gmail.com
Sally Smith	OPS	173-0176	sally@gmail.com

LIST FORM
A-1 A-2
Use this form to create contact sheets and supply lists, keep track of registrations, donations, and volunteers or anything else that needs a list.

Title: Shelter Needs Date/Time: Dec 12, 2018

Item	# Have	# Need	Source	Urgency
Beds/Cots	10	20		High
Bedding	6	40		High
Privacy Curtains	4	10		Medium
First Aid Kits	8	12		High
Phone Chargers	3	5		Medium
Toiletry Kits	12	20		High

LIST FORM
A-1 A-2
Use this form to create contact sheets and supply lists, keep track of registrations, donations, and volunteers or anything else that needs a list.

Title: Volunteers Date/Time: Dec 12, 2018

Name	Team	Skill	Date/Time	Cell
Jack Johnson	HUB	Carpenter	12/11 3pm	555-3423
Anne Green	INTAKE	Therapist	12/11 4pm	981-2625
Jose Jones	OPS	Security	12/11 7pm	173-0176

LIST FORM
A-1 A-2
Use this form to create contact sheets and supply lists, keep track of registrations, donations, and volunteers or anything else that needs a list.

Title: Donations Date/Time: Dec 12, 2018

Name	Item	Quantity	Date/Time	Cell
Arthur Moore	First Aid Kits	10	12/11 3pm	555-3423
Marge Allen	Blankets	6	12/11 4pm	981-2625
Lily Young	Water	2 cases	12/11 7pm	173-0176

Grid Form B

Use a single **GRID FORM** for anything that requires a layout.

GRID FORM
B-1 B-2
Use this form to create org charts, maps, planners, diagrams, game-boards, or anything else that needs a grid or circle.

Title: _____ Date/Time: _____

Prepared By: ___ Function: ___ Cell: ___

fieldmountainteam.org/sheltersmart RETURN TO _____ WHEN COMPLETE

GRID FORM
B-1 B-2
Use this form to create org charts, maps, planners, diagrams, game-boards, or anything else that needs a grid or circle.

Title: Shelter Org Chart Date/Time: Dec 12, 2018

HUB
INTAKE   OPS   REBOOT

GRID FORM
B-1 B-2
Use this form to create org charts, maps, planners, diagrams, game-boards, or anything else that needs a grid or circle.

Title: Calendar / Planner Date/Time: Dec 12, 2018

Registration & Triage	HUB	Info Center
		Official Response
Donations	Sick Bay	Sleeping Quarters

GRID FORM
B-1 B-2
Use this form to create org charts, maps, planners, diagrams, game-boards, or anything else that needs a grid or circle.

Title: Supply Chain Date/Time: Dec 12, 2018

GRID FORM
B-1 B-2
Use this form to create org charts, maps, planners, diagrams, game-boards, or anything else that needs a grid or circle.

Title: Calendar / Planner Date/Time: Dec 12, 2018

	Supplies	Occupancy	Volunteers
Monday			
	Supplies	Occupancy	Volunteers
Tuesday			

GRID FORM
B-1 B-2
Use this form to create org charts, maps, planners, diagrams, game-boards, or anything else that needs a grid or circle.

Title: Game Board Date/Time: Dec 12, 2018

Digital Tip

If you have access to a computer, use a spreadsheet program to create and share these forms digitally.

LIST FORM

A

Use this form to create contact sheets and supply lists, keep track of registrations, donations, and volunteers or anything else that needs a list.

Title: _____

Date/Time: _____
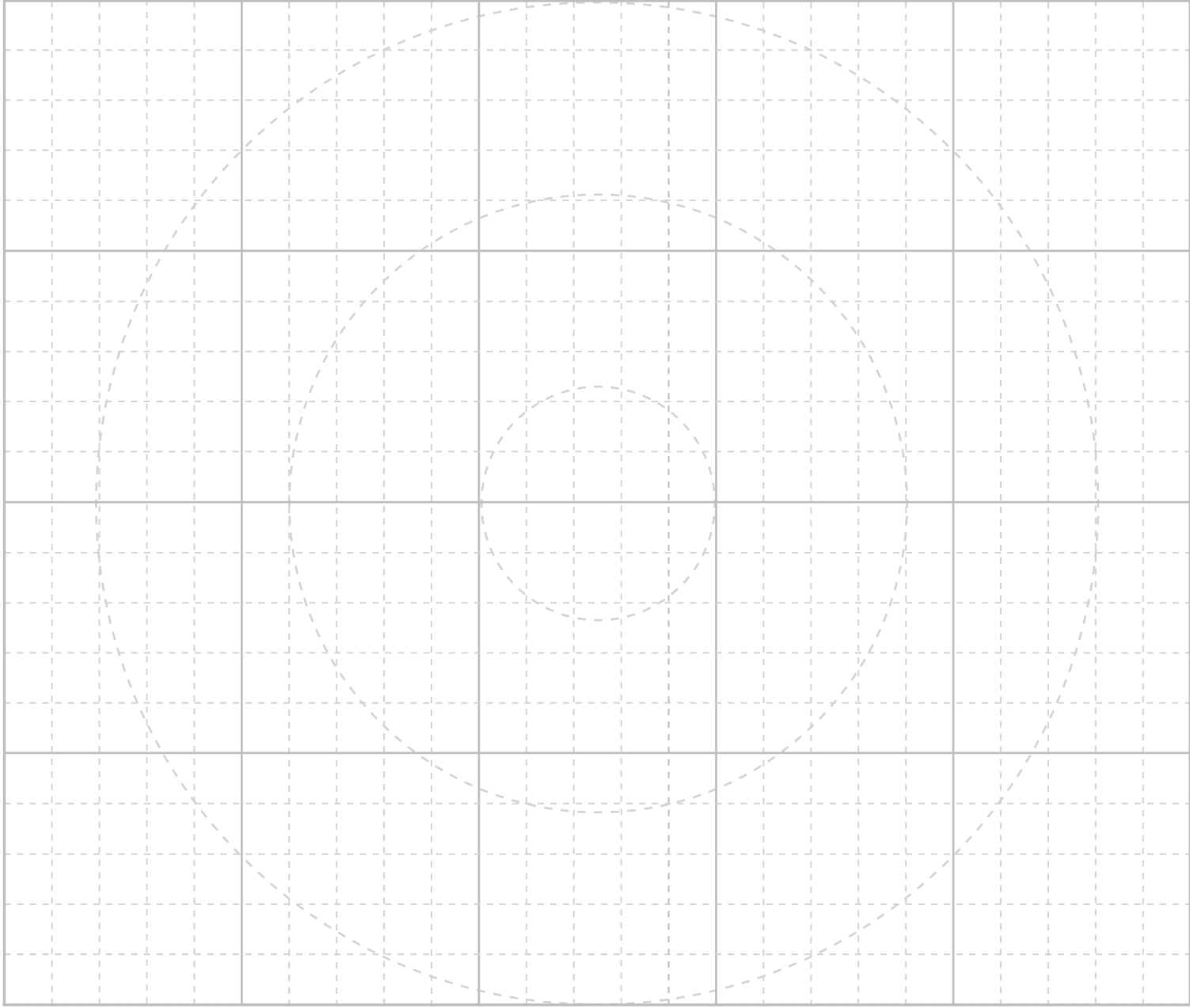
Prepared By:

Function:

Cell:

RETURN TO _____ WHEN COMPLETE

Prepared By:

Function:

Cell:

RETURN TO _____ WHEN COMPLETE

A

LIST FORM

Use this form to create contact sheets and supply lists, keep track of registrations, donations, and volunteers or anything else that needs a list.

Title: _____

Date/Time: _____

GRID FORM

B

Use this form to create org charts, maps, planners, diagrams, game-boards, or anything else that needs a grid or circle.

Title: _____

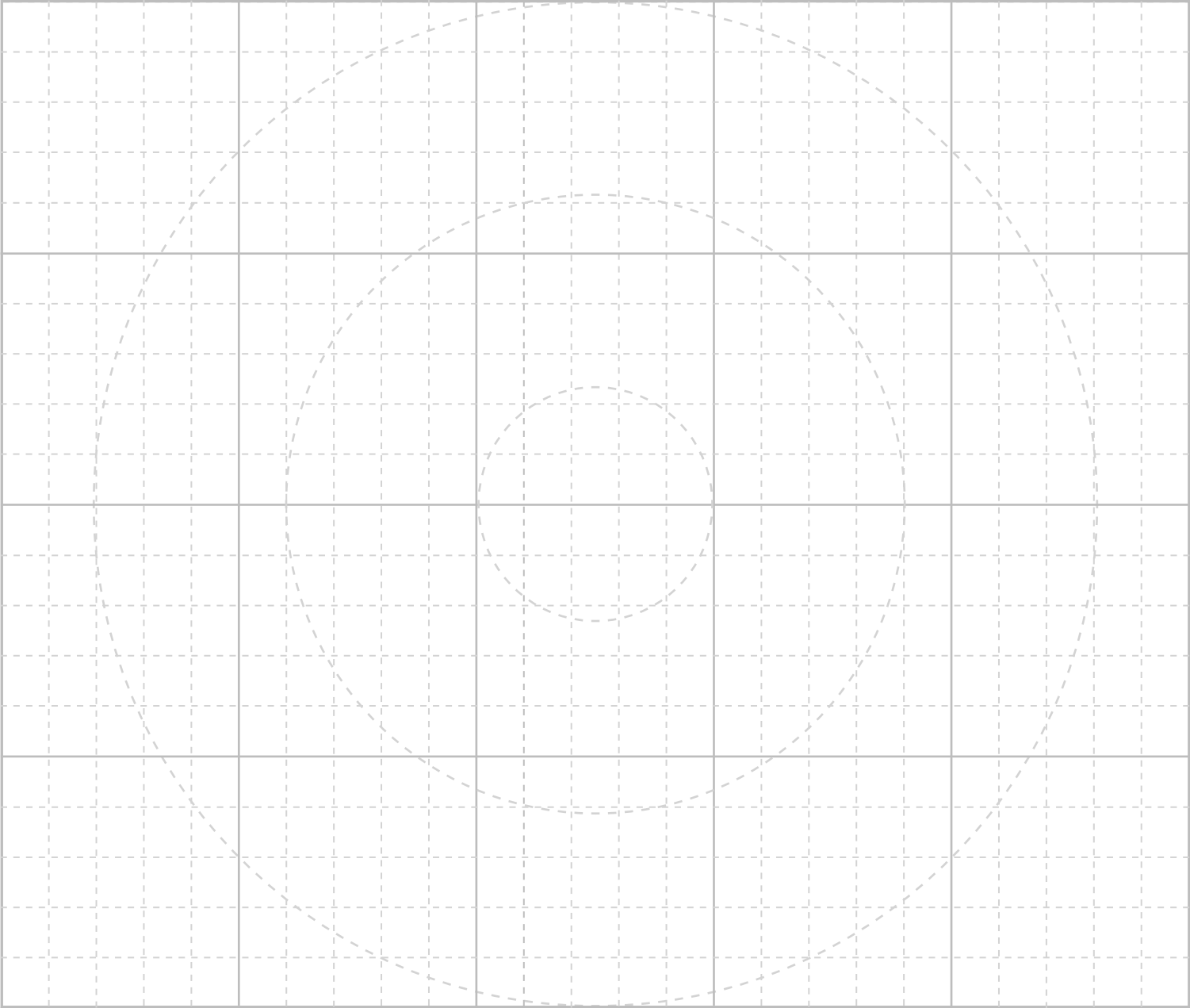Date/Time: _____

Prepared By: _____

Function: _____

Cell: _____

RETURN TO _____ WHEN COMPLETE

B

GRID FORM

Use this form to create org charts, maps, planners, diagrams, game-boards, or anything else that needs a grid or circle.

Title: _____   Date/Time: _____

C

SITUATION REPORT FORM
Use this form to keep in contact with official responders, NGOs and the media.

Shelter Address: _____   Date/Time: _____

Address: _____

Occupancy: _____   Capacity: _____   Unmet Need: _____

Situation Summary: What has happened and/or changed since the last Report? Bold new information.

_____

Current Priority Needs:

Anticipated Needs:

_____

Comments:

Prepared By: **Function:**   **Cell:**

STATION REPORT FORM - EVENT LOG

Use this form to keep in contact with official responders, NGOs and the media.

Shelter Name: _____

Event List	Date/Time	Action Taken	Logged By

Prepared By: **Function:**   **Cell:**

BBVA

RETURN TO **HUB** WHEN COMPLETE

D

INDIVIDUAL NEEDS FORM

WELCOME! Help us meet your needs as quickly as possible by filling out this form.
If you are not comfortable with any of the questions, please leave them blank. We are here to help.

Name: _____   Date/Time: _____

Home Address *(Optional)*: _____

No. of people in family: _____ Adults _____ Children _____ Pets

Why are you here? *(Check all that apply)*

☐ **Volunteer Only**

Request VOLUNTEER form

☐ **Supplies Only**

*Fill out the remainder of this form.
Optionally request a VOLUNTEER form.*

☐ **Shelter**

☐ **Minor Medical**   ☐ **Major Medical**

Identify yourself to staff immediately.

What do you need? *(Check all that apply)*

☐ **A place to stay**

☐ **Baby supplies**

☐ **Food** Any dietary restrictions? _____

☐ **Medication** Please list _____

☐ **Clothes**

	Size	Size	Size	Size	Size
☐	☐	☐	☐	☐	____
☐	☐	☐	☐	☐	____
☐	☐	☐	☐	☐	____
☐	☐	☐	☐	☐	____
☐	☐	☐	☐	☐	____

☐ **Household supplies**

☐ **Other** _____

List Any Other Needs _____

fieldinnovationteam.org/sheltersmart   RETURN TO **INTAKE** WHEN COMPLETE

INDIVIDUAL NEEDS FORM - STAFF USE ONLY

D

Use this form to keep track of the needs of each arrival at the shelter.

Intake Status & Actions Taken

Volunteer Only	Supplies Only	Shelter
Minor Medical	Major Medical	Additional Info

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E

VOLUNTEER SKILLS FORM

WELCOME! One of the best ways to begin your own recovery is to help others. No special skills are necessary. There is a job for everyone.

Name: _____   Date/Time: _____

Age: _____ Cell: _____ Email: _____

How can you help? *Tell us about your skills and experience. (Check all that apply)*

	HUB	INTAKE & OPS	REBOOT
☐ **Disaster Response** *Role, Location, and Date*	☐ **Languages** *Language and Proficiency*	☐ **Supply Management** *Type of Experience*	☐ **Business / Finance / Entrepreneurial** *Licenses and Certifications*
☐ **Security** *Role, Location, and Date*	☐ **Medical / First Aid** *Licenses and Certifications*	☐ **Food Handling & Preparation** *Role, Location, and Date*	
☐ **Art / Signage** *Type of Experience*	☐ **People Management** *Type of Experience*		
☐ **Child or Elder Care** *Licenses and Certifications*	☐ **Technology / Computer / Communications** *Type of Experience*	☐ **Pets & Livestock** *Licenses and Certifications*	☐ **Entertainment** *What's your medium?*
☐ **Mental Health** *Licenses and Certifications*	☐ **Building / Carpentry** *Type of Experience*		

What is your superpower?
We also need Runners, Housekeeping, and many other things.

RETURN TO **OPERATIONS** WHEN COMPLETE

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VOLUNTEER SKILLS FORM - STAFF USE ONLY
Use this form to keep track of volunteer assignments.

Volunteer Assignment

HUB

☐ **Shelter Management**

Shift: _____

☐ **Communications**

Shift: _____

☐ **Shelter Needs**

Shift: _____

☐ **Official Response**

Shift: _____

☐ **Layout & Signage**

Shift: _____

☐ **Communications**

Shift: _____

INTAKE

☐ **Queues**

Shift: _____

☐ **Registration**

Shift: _____

☐ **Triage**

Shift: _____

OPERATIONS

☐ **Donations**

Shift: _____

☐ **Medical & First Aid**

Shift: _____

☐ **Volunteers**

Shift: _____

☐ **Pets & Livestock**

Shift: _____

☐ **Sleeping Quarters**

Shift: _____

☐ **Other**

Shift: _____

REBOOT

☐ **Emotional Wellness**

Shift: _____

☐ **Entrepreneurial Guidance**

Shift: _____

☐ **Entertainment**

Shift: _____

☐ **Economic Recovery**

Shift: _____

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F

PATIENT INTAKE CONSENT & MEDICAL WAIVER FORM

WELCOME! We are here to help. Please provide some information about your medical condition.
If you are not comfortable with any of the questions, please leave them blank.

Patient Details

Name: _____   Age: _____   Sex/Gender: _____

Ethnicity: _____   Insurance Status: _____   Education Level: _____

Housing Status (was your home destroyed in the event): _____   Zipcode: _____

Social Support: (lives alone, with family, etc.): _____

Medical Situation

Reason for Visit / Chief Complaint: _____

_____

_____   Date/Time of Arrival: _____

Past Medical History: _____

_____

_____

Primary Care Physician: _____

See reverse side for physician and staff notes.

Consent / Liability Waiver

I agree to release the volunteers, providers, organizers, sponsors, agencies and any other organization or person associated with this medical relief effort from liability whatsoever in connection with the First Aid/ Medical services rendered, or any other aspect of this treatment. I understand that these services are free of charge and being provided in an effort to bring medical relief to those affected by the recent disaster. I understand that these steps are in no way considered conclusive and that it is my responsibility to contact my primary care physician or other health care provider for follow up. I understand that my personal information (name, date of birth) will not be released for public use.

Patient Name: _____   Date: _____

Patient Signature: _____   Date: _____

Witness Signature: _____

PATIENT INTAKE CONSENT & MEDICAL WAIVER FORM - STAFF USE ONLY

For use by state-licensed medical professionals only.
Use this form to keep track of status and treatment received.

Date/Time of Service: _____

Treatment Notes

Patient Name: _____   Date of Birth: _____

Allergies to Drugs / Medications: _____

Chief Complaint: _____

Review of Systems: _____

_____

Physical Exam: _____

_____

Diagnosis: _____

_____

Treatment: _____

_____

Follow-up Plan

Advised to follow up with _____ provider or facility.

Explained to seek medical care for _____ concerns.

Provided _____ resources, etc.

Prescriptions (if needed) _____

If unable to provide services, please explain: _____

_____

Physician Signature: _____   Date: _____

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EXCHANGE RECEIPT FORM

Use these double-receipt forms to keep track of donations and other transactions.

G

Shelter Name: _____	Shelter Name: _____
Date: _____	Date: _____
Item Received: _____	Item Received: _____
Received From: _____	Received From: _____

Shelter Name: _____	Shelter Name: _____
Date: _____	Date: _____
Item Received: _____	Item Received: _____
Received From: _____	Received From: _____

Shelter Name: _____	Shelter Name: _____
Date: _____	Date: _____
Item Received: _____	Item Received: _____
Received From: _____	Received From: _____

Shelter Name: _____	Shelter Name: _____
Date: _____	Date: _____
Item Received: _____	Item Received: _____
Received From: _____	Received From: _____

Shelter Name: _____	Shelter Name: _____
Date: _____	Date: _____
Item Received: _____	Item Received: _____
Received From: _____	Received From: _____

EXCHANGE RECEIPT FORM

Use these double-receipt forms to keep track of donations and other transactions.

G

Additional Info as Needed	Additional Info as Needed
Additional Info as Needed	Additional Info as Needed
Additional Info as Needed	Additional Info as Needed
Additional Info as Needed	Additional Info as Needed
Additional Info as Needed	Additional Info as Needed

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Resources

Tools

Communications

— Midland Weather Radio - www.midlandusa.com

— Zello Walkie Talkie - www.apple.co/1g0hRiS

— Google Docs - www.google.com/docs/about/

— Facebook - www.facebook.com

— Nextdoor - www.nextdoor.com

Converting Analog Files to Digital

— Neat scanners - www.neat.com

— Text Fairy, an Android app, converts photos to text.

— You can also convert images to text using Google Docs.

Counseling

— Affectiva - www.affectiva.com

— X^2 - x2.ai

Entertainment

— Moon Bounce - www.moonbouncers.org

— Robotics Petting Zoo - tcrn.ch/1BXfn01

Facial Recognition for Security

— Cognitech - www.cognitec.com

FEMA Incident Command System Resources

— FEMA - bit.ly/2VMmDx1

Language Services

— Microsoft Translator - bit.ly/2VRweme

— Google Translate - www.translate.google.com

QR Code Generation

— www.the-qrcode-generator.com

Shelter Floor Plans

— Room Sketcher - bit.ly/2Voro0a

— Exhibitcore - exhibitcore.com

— Measure Kit - measurekit.com

Resources

Guides

— National Mass Care Strategy (Shelter Field Guide) - www.nationalmasscarestrategy.org/sheltering

— Massachusetts Statewide Mass Care and Shelter Coordination Plan - bit.ly/2vNvvDJ

— American Meteorological Society - bit.ly/2YAPL8e

— Americans with Disabilities Act (ADA) Checklist for Emergency Shelters - bit.ly/2Q6ne79

— Phases of Disaster Response - www.ictg.org/phases-of-disaster-response.html

— Recovery After Disaster: The Family Financial Toolkit - https://extension.umn.edu/financial-recovery/recovery-after-disaster-family-financial-toolkit

Case Studies

— Robots, Drones and Apps in Disaster Relief - bit.ly/2JtuZ71

— Drones for Disaster Relief - www.vimeo.com/180700304

— Using Artificial Intelligence in a Disaster - bit.ly/2DTRehV

— DIY Mesh Networks & Satellites/Ham Radio Operators - bit.ly/2YA58xl

— FEMA Enlists Designers to Rethink Disaster Relief - bit.ly/2Yjsnfe

— Seven Lessons Learned in Hurricane Harvey Donation Management - bit.ly/2PXtuOx

Thank You from the ShelterSmart Team

Organizations & Communities

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Field Innovation Team

DESIGN TRANSFORMATION

17seconds

Communities

— DeKalb County, Alabama

— Rockport, Texas

— Miami Beach, Florida

— San Francisco, California

— Paradise, California

Core Design & Production Team

Strategy & Concept

— (Desi)ree Matel-Anderson

— Mary Wharmby

Experience Design

— Mary Wharmby

— Linda Matthews

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— Kellie Hodge

Content

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— Heather Krause (Medical)

— Kevin Brown (Copywriter)

— Ramona McVicker

— Ronell Burke (Pets & Livestock)

Visual Design

— Gabriella Chan

— Li Li

— Lindsey Hooper

— Sanika Moharana

— Paul Torres

Help Us Make Shelter Smart Better

How did this guide help you?

Please share your experiences, questions, and suggestions. We'd also love to see any of the worksheets you've used and hear your stories.

Share with us

You can snap photos from your phone, scan it on a printer or mail it to us at:

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