

Sonoma County

Evacuation Shelter Field Guide



Last Revised August 23, 2021

Developed by the
Sonoma County Shelter Council
in partnership with the
**Sonoma County Human Services Department, Sonoma County
Department of Emergency Management,
American Red Cross &
Other Sonoma County Shelter Partners**

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INTRODUCTION

This Handbook is a supporting document to the County of Sonoma Emergency Management Emergency Operations Plan and the Care & Shelter Annex to that Plan. The Handbook was developed in partnership with the American Red Cross and the members of the Sonoma County Shelter Council, which includes the cities and towns within Sonoma County and other community partners. It is based upon FEMA, CDC, and Sonoma County policies.

Temporary evacuation shelters are not long-term shelters and will normally be operational for periods of a few hours to as long as two or more weeks, depending generally on the duration of evacuation orders. Transition to long term shelters is not included in this document but is discussed briefly in Section 5.6. This guide was finalized during the 2020 Coronavirus Pandemic and includes recently developed procedures for sheltering in the Covid-19 environment.

1.0 SHELTER STAFFING AND RESPONSIBILITIES

Shelter Management Staff

Shelter management staff include Shelter Managers and Assistant Shelter Managers and may consist of local government employees, American Red Cross workers, or County employees. Shelter management staff provide leadership and management of evacuation shelters during major events as well as provide supervision and administrative support for actions within the shelter. They also ensure that the needs of shelter occupants are being met and provide answers to common questions. They also oversee staff on site and report to the Care and Shelter Coordinator at the Sonoma County Emergency Operations Center (EOC). Tasks should be divided between the Shelter Manager and Assistant Shelter Manager (see Job Aid IN Additional Resources section at end of this guide).

1.1 LIFE SAFETY

The primary responsibility of shelter management is to ensure a safe environment for shelter residents and staff. The following are some safety measures for implementation:

- Call 911 immediately for all major emergencies.
- Familiarize yourself with facility evacuation plans and emergency exits. Instruct staff on what to do in the event of a fire or other emergency requiring evacuation;
- Smoking, open flames and lighters are not permitted inside any shelter facility;
- Know the locations of AED/First aid kits throughout the facility;
- Non-law enforcement guns/weapons are not allowed inside shelters;
- Always wear safety vests/high visibility gear while in areas with moving vehicles (parking lot and loading/unloading areas);

- Ensure proper lighting in all publicly accessible areas, both indoor and outside the shelter;
- Ensure that all areas are kept dry, and clearly mark any wet floors;
- Ensure that everyone in the shelter displays a county ID, logo shirt and/or vest at all times;
- Cooperate with all emergency agencies, including EMS, fire, law enforcement and emergency management.

1.2 REPORTING

Shelter activity and census reporting are major functions of shelter management. These reports provide an account of important events and incidents, document supplies used and requested, actions taken during operation, as well as the number of residents in the shelter. Completed reports and forms must be submitted upon request.

Forms include: Shelter Staff Sign-In Sheet (see Shelter Staff and Client Sign in forms in Additional Resources section at the back of this guide).

Responsibilities of Assistant Shelter Manager

Assistant Shelter Managers are required to complete and secure the following forms (See Additional Resources section at back of this guide for copies of all forms):

Every shift

- **Staff Sign-In Sheet**
- **Shelter Activity Report**

Daily

- **ICS 214 form*- Activity Log**
- **Shelter Staff Assignment Roster**
- **Shelter Supply Activity Report (to be completed only if supplies are requested and delivered)**

At opening and closing of shelter

- **Pre- and Post-Shelter Inspection form**

Complete additional forms as needed.

*ALL STAFF ARE REQUIRED TO FILL OUT AN ICS 214 FORM AND ENSURE IT IS KEPT UP TO DATE WITH SIGNIFICANT ACTIVITIES DETAILED.

SHELTER RESOURCES

Shelter management staff will report any resource shortages or other needs to the Care and Shelter Coordinator or Workers at the EOC. Needs may include additional personnel to support operations, goods and supplies, specific reasonable requirements to accommodate individual residents' needs, etc.

1.3 STAFF ORGANIZATION

Shelter staff have several functions and may have one or more areas assigned. Assignments will be made by the shelter management staff based on need and ability. Not all positions are required for the entire time the shelter is open; the Shelter Manager may reassign workers to fill positions as needed. Shelter management staff are responsible for seeing that all duties are performed. Shelters may act as refuges for public safety responders, as well. Those responders may or may not be available to assist with shelter operations; please consult with an accompanying supervisor if you encounter these groups. Shelter position task lists are located in Additional Resources.

POSITION DESCRIPTIONS (See Job Aids in Additional Resources section at back of this guide)	
Position Title	Key Functions
Care & Shelter Coordinator	Position in the EOC. Monitors all shelters
Shelter Manager	Responsible for all activities during emergency shelter activation.
Assistant Shelter Manager	Assists Shelter Manager with sheltering activities as requested.
Shelter Worker - Registration	Registers all evacuees entering the shelter and tracks residents leaving the shelter. Assists with documentation as needed.
Shelter Worker - Dormitory	Oversees dormitory areas. Assists residents with setting up personal belongings. Gathers information on shelter residents' needs.

Shelter Worker -Logistics	Oversees supply levels and requests. Makes sure all systems are in working order and reports as needed. Monitors Inventory. Tracks arriving supplies and ensures accountability during demobilization.
Shelter Worker – Health & Safety	Ensures all residents entering are safe for all other residents. Reports any emergencies or other safety concerns.
Shelter Worker -Food Service	Oversees resident feeding activities including meals and snacks. Ensures that all meals and snacks served area counted and reported.

1.4 ANIMALS IN SHELTERS

The County recognizes and appreciates the importance of pets to their owners and to the greatest extent possible, will make every effort to integrate pet-sheltering into our shelter operations. However, pets will only be allowed in designated shelter buildings and may be housed in an area separate from shelter clients. Owners will be responsible for feeding, watering, exercising and cleaning up after their pets.

At those sites that do not accept pets, shelter workers should be prepared to provide referral information to residents seeking temporary care for their pets while staying in the shelter. Sonoma County Animal Services should be contacted immediately when opening a shelter to coordinate services to pet owners. Large animal sheltering, while sometimes co-located near congregate shelters, is not addressed in this guide.

Service animals are always allowed in public shelters.

The Americans with Disabilities Act defines service animals as "Dogs (and miniature horses) that are individually trained to do work or perform tasks for people with disabilities." No other animals are allowed in non-pet shelters. In accordance with the ADA, only two questions may be asked when determining if an animal is a service animal:

- "Is this animal required because of a disability?"
- "What work or task has this animal been trained to perform?"

Shelter staff may not ask other questions or request identification or proof of training. Any questions should be directed to the Shelter Manager. If needed, the Shelter Manager can consult with the AFN Coordinator in the EOC to discuss any issues that may arise and possible solutions. The resident is responsible for the care, feeding and supervision of their animal; however, accommodations can be made to assist the resident with the care and feeding of their animal, should they need it. Animal Services can help in these situations.

Owners are responsible for the behavior of their animals. If a service animal becomes aggressive or unruly, the Shelter Manager may isolate the pet and the owner from the general population.

Comfort Animals

Comfort animals are different from service animals and do not meet the requirements set by the Americans with Disabilities Act. Some residents may claim their pets are required due to a medical condition or provide a doctor's note or prescription; these animals are not allowed in many public and private facilities serving as general population shelters. Direct the owners of comfort animals to the nearest designated pet friendly shelter.

1.5 EMERGENCY OPERATIONS CENTER SUPPORT

The Care and Shelter Branch in the EOC supports shelter operations County-wide by ordering and directing resources, personnel, and equipment and providing conflict resolution and problem-solving assistance to shelter personnel. Shelter management staff will report to the Care and Shelter Coordinator in the EOC Operations Section.

All communications to the EOC will be made by the Shelter Manager, Assistant Shelter Manager, or designee. The Care & Shelter desk at the EOC can be reached at 707-565-2796.

Any supply orders, requests for services or issues must be noted on the Shelter Activity Report (See Additional Resources).

PARTNER AGENCIES

Sonoma County evacuation shelter operations are supported by county agencies, city agencies and non-profit relief organizations that provide shelter resources and staff to provide specific types of services. Refer questions or issues specific to the roles of these groups to these representatives and include them in staff briefings/meetings.

PARTNER AGENCIES	
Agency Name	Shelter Responsibilities
American Red Cross (ARC)	Coordinating with the Sonoma County EOC and other shelter providers and supporting the management, staffing and logistics for shelters.
Human Services Department (HSD)	Oversight of shelter management County-wide, including managing and staffing County-operated shelters and staffing the EOC Care & Shelter Branch.
Law and Fire Enforcement	Emergency response, Evacuation coordination
Department of Health Services (DHS)	Oversight of health services in shelters, including coordinating medical providers, equipment & supplies. Also oversight of sanitation, disease prevention, food safety and behavioral health.

Department of Emergency Services (DEM)	Activates and manages the EOC, facilitates communication between Operational Area partners and assists with resource requests.
General Services Department	Staffs the Logistics Section of the EOC and procures equipment, supplies and staff to support shelters.
Animal Care and Control	Care and shelter of animals including providing portable kennels, fencing and other support functions.

Medical Health Services

The Department of Health Services (DHS) assists residents with health-related needs and ensures that the shelter meets public health standards. Medical-Health Services workers, often under contract with DHS, provide support to people who have disaster-related or disaster-aggravated health needs and act as advisors to the Shelter Manager on general health and safety issues.

Duties may include:

- Monitoring residents who may have a communicable disease and isolating them from the rest of the shelter population
- Assessing the need for infection prevention actions (handwashing stations, baby changing areas, sanitation of toys, etc.)
- Basic medical screening, assessment and referral of shelter residents to appropriate level of medical care
- Assuring shelter residents access to care that an individual would normally obtain at home, including individuals with disabilities, and access and functional needs to habituate in the shelter environment
- Assisting with shelter worker wellness, as needed

Behavioral Health Services

Behavioral Health Services provides mental health support to shelter residents and workers. Behavioral Health Services provides individual triage, behavioral health surveillance, enhanced psychological first aid, crisis intervention and advocacy.

Behavioral Health Services workers meet the needs of residents and workers by acting as advisors to the Shelter Manager on issues affecting the emotional health of shelter residents and workers. Behavioral Health Services duties may include:

- Making referrals to local care providers and agencies
- Providing enhanced psychological first aid for shelter residents
- Conducting behavioral health surveillance to provide support to high-risk residents
- Implementing strategies to help reduce stress for residents and shelter workers

All behavioral health information is confidential. Behavioral Health Services should be located in an area of the shelter that provides a level of privacy. Behavioral Health Services workers are licensed professionals.

SHELTER ACTIVATION

GENERAL ACTIVATION NOTIFICATION

Sonoma County Department of Emergency Management notifies the Care & Shelter Coordinator via e-mail and/or phone when the EOC deems shelter operations necessary. Shelter staff will be given as much notice as possible but should be prepared to respond immediately upon notification.

2.0 SHELTER STAFF NOTIFICATION

County Disaster Service Workers will be notified by either Human Services management or their assigned supervisor that they are needed to help operate emergency shelters. It is the responsibility of each county employee to stay in touch with their assigned supervisor. Employees should have their assignments in advance of reporting for duty at a designated shelter site. If any problems arise, employees must immediately contact their supervisor.

2.1 SHELTER STAFFING

County-operated shelters are staffed primarily by Human Services personnel, who are generally scheduled to work as shelter teams to staff a two-day period, as follows:

- **Family, Youth & Children Division**– Sunday & Monday
- **Economic Assistance Division**– Tuesday & Wednesday
- **Employment & Training Division** – Thursday & Friday*
- **Adult & Aging Division** – Friday* & Saturday

Note: Smaller divisions split Friday mid-day due to their lower number of staff.

Program staff in the above divisions include employees who receive premium pay for using their bilingual skills for work purposes. This includes during times of shelter activation. **Bilingual staff should be included appropriately in staffing schedules to ensure adequate bilingual staff are available in shelters – especially in the evacuee reception area.**

The Human Services Administrative Services division supports specialized shelter functions, as follows:

- **Finance & Operations** - Shelter Setup/Teardown Team
- **Human Resources & Information Technology** – EOC: Care & Shelter Branch
- **Special Investigations and Planning, Research, Evaluation & Engagement** - Shelter Support Team

Shelter managers can request additional staff resources through the EOC Care and Shelter Coordinator, including Disaster Service Workers from other County Departments,

the American Red Cross or through the California Department of Social Services' VEST program.

Shelter staff will generally observe one of the three daily work shifts:

- 7:30 AM to 4:00 PM – Day Shift
- 3:30 PM to 12:00 AM – Swing Shift
- 11:30 PM to 8:00 AM – Night Shift

2.2 PREPARING FOR DEPLOYMENT

Staff required to work in a shelter or the EOC should first ensure their family has a plan to remain safe and connected during a disaster. Shelter staff should assemble a Go Kit with necessary personal items to allow for a rapid deployment. Kits should contain necessities to support up to a 96-hour deployment. A sample Go Kit inventory can be found in Additional Resources. Make plans for your home and family in advance of deployment, including securing personal property and evacuating/sheltering family and pets. Any staff member assigned to a shelter who lives in an evacuation zone may bring their immediate family and pets (if pets are allowed at the facility) to the shelter with them.

2.3 TRAINING AND EXERCISES

Disaster Service Workers are responsible for participating in training and exercises as assigned. Sonoma County Human Services arranges and provides regular training to staff and supports shelter training through participation in the Sonoma County Shelter Council and other emergency preparedness trainings coordinated by the Department of Emergency Management. Training includes on-line training, classroom training, table-top exercises and hands-on drills.

2.4 TEMPORARY EVACUATION POINTS

Beginning with the Covid-19 pandemic, the County has adopted special procedures to encourage evacuees to seek shelter in non-congregate settings, when possible. Non-congregate shelters include hotels/motels, campgrounds and settings such as college dorms.

Sonoma County has developed a Temporary Evacuation Point Toolkit (located in the Additional Resources section of this guide), which consists of the following steps:

- Upon or prior to an evacuation being ordered, staff deploy immediately to the parking lot of one or more congregate shelters. A TEP may also be located in a park or other large parking area if no congregate shelter has been identified.
- Staff set up TEP kit, including signage, a table and chairs, a pop-up canopy, a laptop or hardcopy shelter registration forms, lighting (if necessary) sealed snacks and bottled water.

- TEP staff greet evacuees as they enter the shelter parking lot and direct them where to park.
- TEP staff discuss non-congregate shelter available at the time, such as designated hotels/motels, campgrounds and other non-congregate options. Evacuees are provided options appropriate for their situation. See TEP procedure at the back of this guide for the evacuee triage process.
- If evacuee is most suitable for a congregate shelter, pre-registration, including health screening and a colored wristband will make entry to the congregate shelter simpler upon the shelter opening.

PREPARING THE SHELTER

Prior to opening a shelter to the public, shelter management staff should ensure that the building is in proper order and staff are organized and ready to receive residents.

Shelter management, working with the Shelter Setup Team, should identify areas separate from client spaces for use as dormitory space, pet sheltering, feeding and staff quiet time and breaks.

Each shelter has a resident capacity based on the number of pre-determined safe spaces available. If the shelter capacity has been reached, direct additional evacuees to the nearest available shelter. Shelter management staff must notify the Care and Shelter Coordinator immediately when the shelter is close to its capacity. **Evacuees are never turned away when conditions are unsafe for travel.** They should be provided with a temporary space in a safe location within the shelter until it is reasonable to relocate them.

3.0 DISASTER TRAILERS

Some shelters will have access to a towable trailer that contains basic supplies needed to open and operate the shelter. The trailer may be pre-positioned at the facility or towed in shortly before the shelter opens and is or will be secured by padlocks. The combination will be provided to the Shelter Manager, who is responsible for ensuring that all items removed are accounted for. It is important not to remove all the items from the trailer, but only those which are needed. An inventory of items is included in this guide's Additional Resources section.

3.1 WALKTHROUGH

Shelter management staff will conduct a building walkthrough with a representative from the facility to document any preexisting damage to the building.

Walkthroughs occur prior to opening the shelter and are documented on the Pre-Shelter Inspection Form (See Additional Resources). Note significant interior and exterior facility damage, including grounds and parking area. If possible, photograph existing damage or areas of concern. Wood floors should be covered with extra large tarps that are taped down to avoid creating a tripping hazard.

Address life safety and security issues as well as ADA accessibility issues for the facility during the pre-occupancy inspection/walkthrough. If there are relevant life-safety or security issues or accessibility corrections needed at the facility, then the appropriate actions or repairs must be addressed and documented in order for the facility to be safely used as a shelter. Ensure that the facility representative agrees with and signs-off on the form.

3.2 SCREENING KITS

Screening kits contain items needed to screen residents for symptoms of illness prior to entering the shelter. These kits may be located in the shelter trailer or may be dropped off at the shelter site by logistics staff prior to the shelter opening.

Track any supplies used on the inventory form included with the kit and return any items not used during shelter operations to the kits and place back into the trailer or in a designated spot to be picked up by logistics staff during shelter demobilization.

3.3 SHELTER STAFFING

Shelter activities may be ongoing for as much as two weeks or more and Shelter Managers and staff may be required to work 8.5 hour shifts during this period. Shelter management staff should work together to create staffing schedules that allow for rotating shifts and provide off duty time for all staff.

3.4 STAFF BRIEFING

The Shelter Manager should hold a staff briefing at the beginning of each shift that includes introductions, basic safety information, assignments, and site-specific information. A Shelter Staff Sample Briefing Form is included in Additional Resources. Shelter Managers assign positions to staff based on the need to fill specific roles, the availability of qualified staff, and the needs of the shelter residents. Consideration should be given to the staff's ability to function in their assigned role and their experience with shelter operations.

3.5 STAFF IDENTIFICATION

On duty staff are required to wear a county identification badge and a duty vest at all times while working in the shelter.

3.6 SHELTER SET-UP

Shelter management staff are responsible for ensuring the proper setup of registration and dormitory areas within the shelter including setting up identification and information signs (provided in the screening kit or in the shelter trailer).

Registration

All visitors, including any clients, volunteers, vendors, staff, contractors, or other workers must sign in and complete a health screening when entering the shelter. All residents must register prior to entering the shelter. Shelter staff should establish the registration sign-in and sign out area close to the main entrance, with enough space for shelter residents and registration workers. Colored wrist bands shall be used to designate those evacuees who have been screened for entry to the shelter. Anyone without a wrist band will be required to go to the health screening area immediately and obtain a wrist band by passing the health screening.

All staff will be re-screened at the beginning of their shift. Everyone in the shelter is required to wear a cloth face covering at all times, regardless of symptoms.

Residents must sign in and out using the Shelter Sign-In/Sign- Out Sheet (see Additional Resources) every time they enter or leave the shelter. This process assists shelter staff with maintaining an accurate shelter count and maintaining accountability.

All clients seeking mass care services at a shelter must go through a registration process to include a health screening prior to entering the facility. Additionally, volunteers, vendors, staff, contractors, or other workers or visitors must be screened upon entering the shelter, as well. All staff must be screened for temperature and symptoms at the beginning of their shift. Everyone in the shelter is required to wear cloth face covering at all times regardless of symptoms. Screening details are discussed in Section 3.6 below.

Everyone must sign-in, complete all forms required, and disinfect their hands prior to entering the shelter.

Suggested Entrance Layout

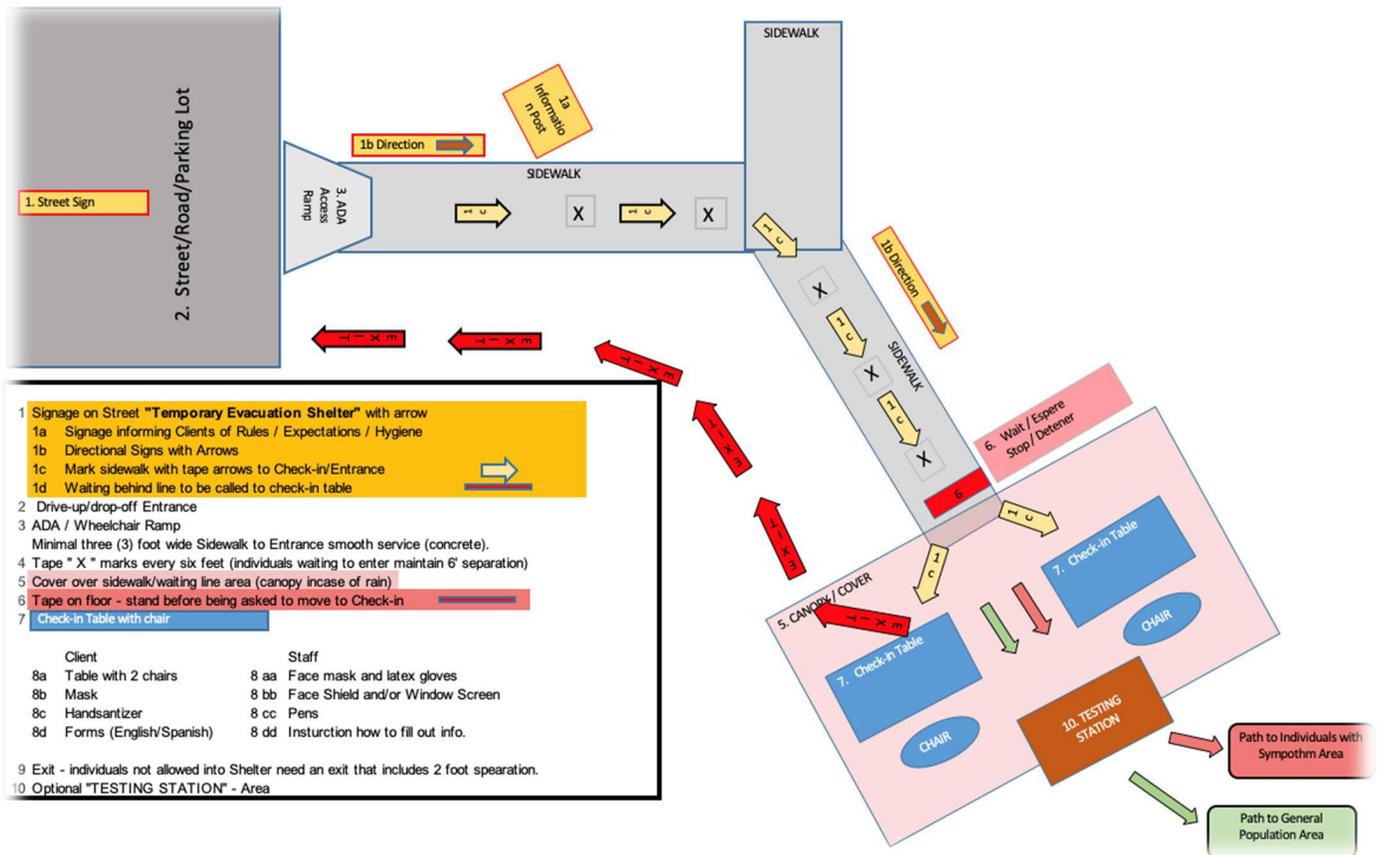
Identify and set up an area where people will be screened prior to entering shelter. Ideally, this should be done outside to allow for social distancing and to maximize airflow but if no other options are available and screening must be done inside, opt for an area with a hallway or other large area that supports social distancing. In both indoor and outdoor screening areas, place tape or other markings on the ground to maintain a six foot separation between clients. (During COVID, this space moves to 10x11 feet).

Ensure that hand hygiene stations are provided both at the entrance to the shelter and throughout the facility and that they are monitored and refilled regularly.

Post signage in the screening area in English stating: "***ALL individuals entering shelter MUST be health screened. Family units or individuals MUST maintain 6-foot distance from others.***" (1.b Signage and 4. Tape on sidewalk).

Provide a post-screening area that provides separate routes to the isolation care area, congregate sheltering, and an exit. Any evacuee screened to be Covid-positive, have symptoms of Covid-19 or has been exposed to someone with Covid-19 should not be allowed to enter the shelter and should be directed to on-site public health workers to identify an Alternate Care Site or other appropriate shelter options.

The following diagram shows a suggested shelter entrance set up to support social distancing. Facilities throughout the Op Area will vary. Please adjust accordingly.



Each table at the front entrance should include a digital, touch free thermometer, hand sanitizer, disinfecting wipes, masks and forms. All pens must be sanitized after each use.

Staff should frequently clean and disinfect high traffic areas and commonly used surfaces, including tables, doorknobs, toilets and handwashing facilities. Sharing of items should be limited and all shared items should be disinfected between users.

Dormitory

Residents should be restricted to main dormitory areas (e.g. gymnasiums, hallways}, as space allows. Shelter staff must ensure that appropriate space is available to maintain walkways and access to emergency exits. Each resident is allowed a 110 square foot area for their personal belongings. If needed, space in the dormitory area should be designated for families with children, elderly, single men, and single women. Shelter management staff should coordinate with facility representatives to open additional hallways, rooms, classrooms, and floors should additional space be needed.

If pets are to be allowed, they will be confined either with their owners in a separate room or in outside sheltering space provided by County Animal Services.

Each client's items must fit within 110 square foot person allotment. **Tents, inflatables and oversized items are not allowed in the shelter.** Coolers are not allowed on the hardwood floors in gymnasiums; staff should work with facility staff to designate a nearby area within the building where coolers can be kept.

Signage should be posted in the dormitory so residents know lights out times and quiet hours. Shelter workers should arrange for very dim lighting during sleeping times.

Pet Sheltering Area

The pet sheltering area will be a pre-designated space within the shelter or on shelter grounds if the facility does not allow pets. All residents with pets must register themselves, their families and their pets prior to entering the shelter. See Additional Resources for applicable forms.

3.7 COMMUNICATE SHELTER STATUS WITH EOC

Prior to opening the shelter to residents, shelter management staff must report to the Care and Shelter Coordinator or designee that the facility and staff are prepared to receive evacuees.

OPERATING THE SHELTER

Once shelter staff receive assignments and the registration and dormitory areas are set up, the shelter is ready to open. Shelter operations include reporting and documentation, registration and dormitory, and the pet sheltering area.

4.0 REPORTING DATA TO EOC

Shelter management staff must make the following reports:

- 1.) Number of residents in the shelter (reports may be requested at any time, data must minimally be provided for each shift);
- 2.) Available shelter capacity (please notify Care and Shelter Lead as soon as shelter nears full capacity);
- 3.) Any notable problems, incidents or needs must be documented in the Shelter Activity Report and reported to the EOC immediately (examples include, but are not limited to, severe illnesses, physical altercations, sick or aggressive pets, and the discovery of drugs, weapons or other criminal activity);
- 4.) If applicable, the number of pets present at the shelter;
- 5.) Estimated and actual meal counts for breakfast lunch dinner and snacks.

Registered Client Count

Shelter management staff must maintain an accurate resident count based on completed registration forms and provide these numbers to the Care and Shelter Lead upon request. Requests may come every hour during the initial phase of operations and taper off as the event progresses. Shelter management should immediately report any significant increase or decrease in shelter population numbers.

Shelter Log

The Shelter Manager must immediately record significant incidents and events in the Shelter Activity Log found in Additional Resources. Managers maintain this record as an account of shelter operations throughout the life of the shelter. This record may be referenced for review or training purposes and includes shelter opening and closing times, official requests for supplies or support, issues with the building, shift changes, and other noteworthy events. Be sure to include the date, time, and accurate description of the event.

The Shelter Manager is responsible for recording a nightly shelter resident count between midnight and 1:00 a.m. This count is very important for several reasons:

- The information needs to be passed on to the Emergency Operations Center for future planning efforts.
- This information allows the Shelter Manager to compare the number of residents actually sleeping overnight to the number of residents registered in the shelter. When these numbers differ significantly, it is an indication to the Shelter Manager that a reconciliation of all registered shelter residents is needed.
- The overnight count provides information needed to plan for feeding. This information is used to request meals that day.

Registered Offenders

Should a registered sex offender arrive at the shelter and self-identify, shelter workers should request that the individual confine their activities to a specific area of the shelter and notify the Shelter Manager. As policy dictates that the County notify law enforcement in such situations, if the individual chooses to remain at the shelter, the Shelter Manager will request that law enforcement come to the shelter to provide guidance regarding safely sheltering the individual or to help arrange for alternative accommodations. If the decision of law enforcement is to permit the sex offender to remain in the shelter, arrange for the individual to stay in an area separate from other shelter residents. Ask law enforcement what measures should be taken to safeguard the shelter.

Unaccompanied Minors

An unaccompanied minor is any individual younger than 18 years of age who is not accompanied by a parent or guardian. The Shelter Manager, along with shelter workers and Medical and behavioral health Services, share responsibility and need to work cooperatively and closely to ensure the safety and well-being of unaccompanied minors at the shelter.

When an unaccompanied minor arrives at a shelter, welcome the minor and immediately notify the Shelter Manager. Ensure the minor is registered in the shelter and that the Unaccompanied Minor Report is completed.

The Shelter Manager will take the following steps:

- Make immediate and ongoing efforts to reach the minor's parent or guardian
- Contact local law enforcement, if unable to reach a parent or guardian
- Arrange for supervision of the minor by a licensed worker from Medical or behavioral health Services – if not available, assign responsibility to a least two shelter workers at one time

Pre-Disaster Unhoused

Registrants who were homeless before the disaster and were evacuated from an active evacuation zone are welcome in the shelter. Those not from the evacuation area should be referred to normal coordinated entry at existing homeless shelters. Existing homeless shelters are required to have an evacuation plan and pre-designated alternative location where their existing support staff can continue to serve homeless shelter clients. If a group of homeless from an evacuated shelter arrive at a congregate shelter, they should first be referred to their shelter leadership to identify alternate shelter options.

Confidentiality of Records

Shelter staff are responsible for maintaining the confidentiality of all personal records and information provided by shelter residents and staff. Keep all sensitive documents in a secure area, filed away from the general population. Limit exposure of other staff to those that require such information to perform their assigned duties.

Shelter Resident Volunteers

Shelter staff should encourage residents to volunteer within the shelter as a way of supplementing existing staff. As they have not been properly trained or screened, assign resident volunteers to appropriate duties where they will not have access to personal information, children, or other vulnerable populations.

5.0 ENFORCEMENT OF RULES

A list of shelter rules is provided in Additional Resources. Shelter Managers are responsible for ensuring that all residents abide by these rules. Shelter staff should review the rules with residents upon their arrival and ensure that rules are clearly posted throughout the shelter. If a conflict escalates beyond the Shelter Manager's ability to address, contact local law enforcement.

Post Shelter Rules on an information board within the shelter.

5.1 ADDRESSING INDIVIDUAL NEEDS

Shelter Managers should make reasonable accommodations for individual needs if resources are available. While not all needs can be met, Shelter Managers should try to provide the best available solution to keep residents safe and comfortable.

The County and OA are committed to maximizing compliance with the Americans with Disabilities Act and providing the best service to Sonoma County residents and visitors. As such, the County and Operational Area adheres to the guidelines outlined below:

- Disability will not prevent access to services or facilities provided by the County.

- The County will not exclude or deny benefits of any sort based on a disability, access or functional need, which includes language interpretation or translation
- The County will work to accommodate people with disabilities and those with access and/or functional needs in the most integrated setting possible.
- Persons with AFN will be accommodated in general population shelters, unless the person presents a safety risk to themselves and/or shelter personnel or residents.
- During all phases of disaster response, the County will make reasonable modifications to policies, practices and procedures, if necessary, to ensure programmatic and architectural access to all.
- The County will shelter people with disabilities and those with access and/or functional needs with their families, friends and/or neighbors as feasible in the most integrated setting possible.

Sonoma County's definition of disabilities and those with access and/or functional needs is as follows:

Populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence and the ability to perform the activities of daily living, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged.

5.2 COMMUNICATIONS

It is imperative that communications between the shelter and the EOC stay consistent. There are multiple ways to communicate including internet, telephone (both landline and cell) and text. Shelter Managers may be required to communicate at a set time each day the status of the shelter including the number of residents and any issues.

5.3 COMMUNICATING WITH RESIDENTS

Communication with shelter residents is an important part of maintaining order and helping operations run smoothly. Shelter staff must ensure that information is posted to provide updates and communicate relevant information. Information must be made continuous and available and should include access methods for non-English speakers. When possible, allow clients to access media centers or provide televisions and radios as information sources.

Daily briefings provide an avenue for disseminating consistent information to residents. The Shelter Manager or designee should conduct these briefings at consistent times throughout the duration of shelter operations. Current and accurate incident information, along with details on how to access available County and partner agency services should be provided. If possible, Shelter Managers should allocate an adequate amount of time for questions from residents. If residents ask questions that cannot be answered, the Shelter Manager should make every attempt to find out the answers before the next briefing. After every briefing, the Shelter Manager may offer to meet with individual residents to address their needs and answer their questions in a more personal setting. Providing as much information as possible will have the added benefit of decreasing anxiety and stress among residents.

5.4 MEDIA

All media requests should be referred to the EOC. **FILMING WITHIN THE DORMITORY AREA IS NOT PERMITTED** but residents may speak to the media outside the shelter if they choose.

5.5 FOOD SERVICE/FEEDING

The Care and Shelter Branch, working with EOC Logistics Branch, will coordinate feeding (meals, snacks and beverages) in County sponsored shelters. The feeding of people inside non-county sponsored shelters is the responsibility of the organization operating the shelters. They may arrange for services themselves or enter into an agreement with individuals or agencies which can provide the service.

The feeding team advises the Shelter Manager of anticipated feeding needs, ensures safe food handling and storage procedures, keeps accurate records related to feeding and oversees feeding operations.

Shelter Managers are responsible for coordinating meals and ensuring that accurate food counts are being conducted. Shelter residents with specific dietary requirements are directed to bring appropriate food and snacks; however, every attempt will be made to accommodate specific dietary concerns. Special dietary needs meals are generally provided by a community food provider that specializes in this area and has a contract with the County for such meals.

All food provided at the shelter will consist of boxed meals, individually wrapped snacks and individual drink containers. Eating times may be staggered as necessary and outdoor areas, if available, should be designated as eating areas only and should be marked with signage and physical distance indicators, such as tape lines or X's on floor surfaces. There will be no buffet style meals served and congregate seating will be avoided. Tables should be set up in identified areas and seating areas marked off to promote physical distancing. Snacks or food items should not be left out where clients can handle them. County staff will work with vendors to ensure that food will be appropriately packaged and distributed to residents.

A mealtime schedule should be established soon after the shelter is opened. Residents should be informed about mealtime schedules through posted signs and verbal reminders. The mealtime schedule should be consistent from day-to-day. If a meal is going to be early or late, it is important to let residents know as soon as possible.

Feeding may also be necessary for individuals responding to or impacted by the disaster outside of shelters. Upon request, Red Cross and EOC staff will coordinate with cooperative groups, such as: World Central Kitchen, the Salvation Army, etc. to deliver food to areas where it is needed to feed those affected by the disaster.

Any MOUs or Letters of Agreement should determine who is responsible for what and how the coordination will happen.

Snacks and Meals

If available, snacks and water should be made available to residents for the duration of shelter operations.

Regular meals will be provided to shelter residents and are supplied by EOC Logistics or by a partner agency. The meal schedule should be clearly posted. When available, facility staff may operate kitchen equipment and provide food services.

Direct additional food and water requests to the Care and Shelter Coordinator at the EOC.

Shelter management and staff should expect the Department of Health Services food service inspectors to visit the shelter regularly during an activation to ensure food is being served according to food safety standards. Food inspectors will leave an inspection report with the shelter manager upon completion of their inspection(s).

SANITATION AND CLEANING

It is imperative Public Health and/or Infectious Disease guidance be followed to develop and adhere to a program of cleanliness. This program must be strictly adhered to over the entire duration of shelter operations. Cleanliness efforts include the following:

- Diligent efforts to keep all areas clean and disinfected
- Frequent servicing of restrooms
- Monitoring and reporting all plumbing issues or low water pressure immediately
- Evaluation and early ordering of supplies such as toilet tissue, paper towels, etc.
- Seeking assistance of shelter residents as necessary

Cleaning and sanitizing service is provided initially by the facilities staff or contractor normally assigned to janitorial service for the shelter facility. Janitorial vendors are usually brought in within the first few days of activation to increase the frequency of cleaning and sanitizing to four times per day in the Covid-19 environment.

Shelter Managers and Workers should sanitize high-traffic areas frequently in between janitorial service by wiping down high-touch areas, including pens, tables, door handles, restroom hand-touch surfaces, etc. Shelter staff should also be prepared – including having equipment and supplies – to clean up spills and other accidents in between professional cleaning service intervals.

CLOSING THE SHELTER

The EOC's goal is to return shelter facilities to normal operations as quickly as possible following an event. The decision to close a shelter and return the facility to normal operation is made at the EOC with information provided by Shelter Managers. Residents leaving the shelter or the consolidation of evacuees into one location may result in shelter closure.

5.6 TRANSITIONING TO AN AMERICAN RED CROSS SHELTER

When conditions allow, emergency shelters may transition to management and operation by the American Red Cross (ARC), relieving County staff and others so they can return to their normal job responsibilities. Current Shelter Managers should brief ARC Shelter Managers and provide copies of client registration forms to the new staff. The Care and Shelter Coordinator will inform the current manager of the transition and provide a time frame for the ARC staff's arrival.

When it's safe for residents to return to their homes, as determined by government authorities, the shelter will begin the closing process. It's important to work with shelter residents to ensure that alternative housing plans are identified (friends, family, another shelter) for those who cannot return home. The American Red Cross can assist with this process. Closing signs should be posted so residents know when the shelter will be closing – generally 24 hours before the expected closure. Closure should usually occur after the final breakfast or lunch meal is served. Shelters rarely close in the evening and weekend closures are not advised, as transitional housing resources are typically not available.

Shelter Managers should update shelter staff and residents on demobilization plans with enough warning to allow individuals to address transportation needs. Shelter Managers shall provide shelter closing information during staff briefings and resident briefings and post the information on message boards.

Residents are free to leave the shelter at any time and return home or to another location; however, shelter staff should anticipate a mass departure of residents shortly after evacuation orders are lifted. Shelter staff must ensure residents sign out when departing the shelter.

Moving Residents to a Different Shelter

Residents may be relocated to another shelter if the current facility is damaged or if several shelters are being consolidated into one location. EOC staff will arrange transportation, if needed. Residents with their own transportation should be provided with

the new shelter location and directions. Shelter Managers ensure staff members are available to assist with moving residents onto transportation and providing information to those traveling by their own vehicles. Shelter consolidations should be limited to avoid inconvenience to residents.

Transportation

Many residents will leave the shelter in their own vehicles. If needed, Shelter Managers and law enforcement are responsible for coordinating a traffic plan to avoid congestion and ensure safety.

Residents should be informed of road closures to assist with their travels. Obtain current conditions through the Care and Shelter Coordinator.

Residents may require public transportation to return home. Shelter Managers should coordinate with residents and the EOC to schedule bus, van or other transportation. Services such as Uber and Lyft are generally not provided by the shelter operator due to liability, but may be arranged for shelter residents by other organizations, such as the Cooperative Organizations Active in Disaster (COAD).

6.0 RECORDS AND DOCUMENTATION

Shelter Managers must account for all records, forms, and additional paperwork generated during shelter operations and turn them over to the Care and Shelter Coordinator at the end of the activation.

All records are the property of Sonoma County. EOC staff collects all records from the shelters. Shelter Managers should not leave records at the shelter unattended. Maintaining the confidentiality of all personal records must continue to be a priority of the Shelter Manager during demobilization. The Assistant Shelter Manager should collect all employees' 214 forms. Shelter staff may not be dismissed until all paperwork is received.

6.1 SHELTER CLEAN-UP

Shelter Managers are responsible for ensuring that the shelter is thoroughly cleaned before returning to normal operations. Generally, the Shelter Setup Team is responsible for demobilizing the shelter equipment and supplies and re-stocking the supplies used for future deployment. The shelter logistics lead is responsible for working with both EOC staff and ARC representatives to track any equipment or supplies needed during the transition and demobilization to ensure accountability of all assets and materials used.

6.2 SHELTER TRAILER (If Applicable)

Once residents have departed, it is essential to replace any items removed from the trailer and to note damaged or missing items. Tear-down teams are generally responsible for this task, but other shelter staff may be asked to assist. Staff should be prepared to

spend extra time at the shelter to ensure the facility is promptly returned to its pre-shelter condition.

6.3 AFTER - ACTION DEBRIEFING

Shelter Managers are responsible for conducting an after-action debriefing with available shelter staff prior to closing. The debriefing – called a Hot Wash - should include what worked well and suggestions for future improvement. Shelter Managers should be prepared to share information gathered from this meeting with the Care and Shelter Coordinator in the EOC so future actions can be taken to improve operations.

6.4 POST - ACTIVATION WALK THROUGH

Shelter management staff should conduct a post activation walkthrough. The goal of the walkthrough is to document any damages or missing property resulting from shelter operations. Shelter Managers should complete the Post- Shelter Inspection Form (found in the back of this guide) to document the condition of the building and provide a copy of the form to Care and Shelter Coordinator in the EOC.

ADDITIONAL RESOURCES

Quick Shelter Set-Up

1. Check-in Table

First set-up registration desk area (Temporary Evacuation Point may transition to a registration desk once shelter opens).

- a) Have Shelter Field Guide and Forms Tote at desk
 - b) Have Shelter Trailer parked next to shelter for unloading
-
- a) Mark sidewalk/floor with **"X"** every six feet to registration desk
 - b) Mark out 10 x 11 squares in main rooms (Green, Yellow, Red)
 - c) Traffic control person at entrance and/or Directional Arrows/Cones around outside building
 - d) Mark waiting/stop stand point 8 feet in front of registration.
1. Place 11 x 17 signs
 - Stop/wait 8 feet in front of registration Take Temperature, sanitize hand
 - If temperature/symptoms go to Symptom Holding Area.
 - Keep 6 feet Social Distance
 - Wear a mask at all times Wash hands 20 minutes
 - Use only restroom(s) assigned to you
 - Mark Main Rooms with Color Paper and purpose (Green/Yellow/Red)
 2. Mark sidewalk with arrow to Symptom Holding Area)
 3. Registration will be handled near that entrance Registration staff will wear proper PPE, including face shield, face mask, gloves

JOB AID: SHELTER MANAGER & ASSISTANT SHELTER MANAGER

Person **You Report To:** County Emergency Operation Center Care & Shelter
Coordinator

People Who Report **To You:** All Shelter Staff

- Assign and organize shelter leadership team
- Conduct pre-shelter inspection with leadership team
- Check supplies and make requests to EOC/DOC Shelter and Care Unit Leader
- Create staffing schedules
- Conduct staff briefing
- Ensure shelter staff wear identification vest with position labels displayed
- Ensure registration/entrance area is set-up
- Ensure dormitory area is set-up for non-symptomatic
- Ensure separate isolated area is set-up for those with symptoms
- Communicate shelter status with EOC/DOC Shelter and Care Unit Leader
- Ensure shelter rules are posted
- Post schedule/location of shelter evacuee briefings
- Maintain accurate registration records
- Maintain accurate shelter staff records including sign in/out sheets
- Keep a daily shelter log (opening times, request for supplies, issues, shift changes . . .)
- Post schedule/locations of shelter briefings
- Work with logistics lead to keep track of all supplies used for shelter operations and lead any efforts needed to account for all items during demobilization
- Ensure that assets are tracked if picked by any entity

JOB AID: SHELTER WORKER- DORMITORY

Person **You Report To:** Shelter Manager

People Who Report **To You:** Dormitory Support

Staff

- Check-in and obtain briefing from the Shelter Manager
- Check area for any damages (take photos and notes)
- Attend and/or conduct meetings with your staff (if applicable); create schedules
- Consider marking dorm spaces and walkways with removal painters' tape
- Ensure all exits are not obstructed and check for fire extinguishers
- Ensure gym floors are covered and any expensive assets are properly protected
- Establish and set-up sleeping areas and visibly post quiet hours
- Ensure appropriate signage is displayed (English, Spanish, symbols, large print, etc.)
 - Shelter rules
 - Social distancing
 - Hygiene
- Assign Dormitory Monitors to monitor sleeping area (if applicable)
- Establish dormitory area entrance and exit controls
- Work with Shelter Security Lead to ensure security patrols
- Maintain general cleanliness of the intake area
- Provide periodic reports to the sheltered management staff, including headcounts
- Demobilize area and return / stow supplies
- Check-out

JOB AID: SHELTER WORKER- SECURITY

Person **You Report To**: Shelter

Manager People Who **Report To You**

N/A

- Check-in and obtain briefing from the Shelter Manager
- Attend and/or conduct meetings with your staff (if applicable); create schedules
- Monitor shelter registration for the purposes of security of shelter
- Scan line for excess or prohibited items
- Patrol dormitory
- Patrol perimeter of building
- Patrol outlying buildings, parking lot and the facility site
- Monitor dining area (if used) during meal time
- Check off limit areas to ensure compliance
- Respond to disturbances and calls for help
- Document incidents that are law enforcement/security related that occur in the shelter
- Engage residents to reduce anxiety and develop a rapport for safety and security
- Assist with shelter announcements/briefings when appropriate
- Check-out

JOB AID: SHELTER WORKER-FOOD SERVICE

Person **You Report To:** Shelter Manager

People **Who Report To You:** Kitchen/Food Service Staff

Vendors/Contractors/Restaurants / Food Service Providers and Suppliers

- Check-in and obtain briefing from the Shelter Manager
- Attend and/or conduct meetings with your staff (if applicable), create schedules
- Supervise food/dining area preparation/service
- Determine feeding schedule and frequency, in coordination with the Shelter Manager
- Prepare and set-up appropriate dining area with tables, chairs, etc.
- Take inventory of supplies obtained and received
- Keep an ongoing and accurate count of meals and snacks served and report to the Shelter Manager
- Maintain proper sanitation, hand washing station and food service procedures
- Ensure hand sanitation, the wearing of face covering and social distancing in food service areas
- Provide trash receptacles throughout the dining area, ensure up-keep
- Maintain general cleanliness of the dining, food prep, serving and distribution areas
- Comply with any Department of Health Services inspection and recommendation
- Provide periodic reports to shelter management staff
- Demobilize area and return/stow supplies
- Check-out

JOB AID: SHELTER WORKER- REGISTRATION

Person **You Report To:** Shelter Manager

People **Who Report To You:** Registration / Documentation Staff

- Check-in and obtain briefing from the Shelter Manager
- Attend and/or conduct meetings with your staff (if applicable), create schedules for your staff
- Ensure staff sign in and out
- Keep track of shelter staff hours, shelter positions and agency/departments
- Set-up client intake area
- Establish shelter entrance/exit process for shelter clients
- Ensure indoor accommodations are available to avoid frail and elderly from having to wait in the elements.
- Avoid evacuees having to wait more than 20 minutes to sign-in
- Communicate with those in line, keeping them aware of registration progress and be welcoming to help allay stress and fear
- Scan lines for belongings that may pose a challenge to space allocation
- Offer water or other assistance as needed to those waiting inline
- Ensure documentation of complete, legible and accurate shelter client information
- Ensure that clients with special needs are appropriately assessed and referred to special needs shelter as necessary
- Keep track of appropriate supplies given to shelter clients
- Coordinate with shelter operations and security to ensure safe and proper entrance/exit procedures
- Identify client needs and inform the proper shelter staff or Shelter Manager
- Maintain general cleanliness and sanitization of the intake area
- Provide periodic reports to shelter management staff
- Ensure that clients and shelter staff return issued supplies/materials
- Demobilize area and return/stow supplies
- Check-out

JOB AID: SHELTER WORKER- LOGISTICS

Person **You Report To:** Shelter Manager

People **Who Report To You:** Logistics Support

Staff

- Check-in and obtain briefing from the Shelter Manager
- Attend and/or conduct meetings with your staff (if applicable); create schedules
- Create Schedules for your staff
- Ensure that the shelter has reasonable accommodation for ADA / AFN
- Complete initial walk-through of facility; document pre-existing damages
- Identify a secure area to store logistical supplies
- Set-up cots, mark areas and help with other supplies for clients
- Anticipate and provide all shelter logistical support requirements
- Monitor generator fuel levels and run time and report numbers to the EOC as requested
- Manager on-site custodial duties
- Report any occurring damage to the Shelter Manager
- Provide periodic reports to the Shelter Manager
- Maintain accountability for food and shelter supplies
- Document any movement of asset using the Asset Sign-out Sheet
- Assist with Food Service (when applicable)
- Maintain restroom facilities and cleanliness including sanitizing areas of heavy use
 - Maintain general cleanliness of the shelter, recruit volunteers to assist, where appropriate
- Document condition of shelter after all clients have vacated
- Demobilize area and return/stow supplies
- Check-out

CLIENT SCREENING INSTRUCTIONS

All clients should wear face coverings (cloth or other) when inside the shelter, regardless of the results of their health screening. Face coverings for clients should be provided if clients don't have access to them.

Key screening questions which should be answered include:

1. Have you been exposed to a Covid-19 positive person in the past 14 days?
2. Do you have a cough?
3. Do you have a sore throat?
4. Are you experiencing a new loss of taste or smell?
5. Are you feeling feverish/chills?
6. Are you experiencing muscle pain?
7. Do you have difficulty breathing (worse than usual)?
8. Do you have a temperature of 100 degrees or higher?

If a client does not pass the health screening for any reason, do not admit them into the congregate shelter. Have the person wait in an area outside the shelter designated for potential Covid-positive clients and arrange for shelter medical staff to identify whether an Alternate Care Site (ACS) is available.

SHELTER RULES

It is recommended that shelter rules be posted in all areas of the shelter in the languages of the residents.

1. Sign-in at registration area (all information is kept confidential). Must sign-out if you need to leave for any reason.
2. Everyone in the shelter must wear a cloth face covering over their nose and mouth at all times. *If a cloth face covering is not available, provide resident a disposable face covering. Face coverings should not be placed on children younger than 2 years old, anyone who has trouble breathing or is unconscious, anyone who is incapacitated or otherwise unable to remove the cloth face covering without assistance*
3. Pick-up after yourself.
4. Throw trash in provided receptacles.
5. Clean, disinfect and wipe down surfaces on a regular basis. *Help clean other areas when possible.*
6. No alcohol, weapons, or pets are permitted in sheltering.
7. No drugs
8. If you have a medical condition or are not feeling well, you must contact a shelter staff member immediately.
9. Do not put sanitary products in the toilets. Trash cans are provided in all restrooms.
10. Sleeping areas are quiet areas at all times of the day and night. Quiet hours with lights out are enforced in the sleeping areas between the posted hours (e.g., 10:00 p.m. to 6:00 a.m.). Please observe quiet time after lights are dimmed.
11. Smoking – Use of all tobacco products, matches, or lighters inside the shelter is prohibited.
12. Children – Parents are responsible for keeping track of and controlling the actions of their children at all times.
13. To prevent the spread of infectious diseases, sanitize your hands with soap and water on a regular basis.
14. We cannot assume responsibility for your belongings. We recommend that valuables be locked in your car or out of sight. if possible, keep valuable items with you.
15. Shelter occupants are encouraged to help inside the shelter. There are many jobs that do not require special training. Please see the staff if you would like to assist.
8. Food and drinks, other than water, are not allowed in the sleeping area (exception if box meal is delivered to that area, must dispose container properly and within one hour of receiving).
9. Be respectful and courteous to others at all times. Loud, boisterous and disruptive behavior is not permitted.
10. Immediately report all health or safety concerns to shelter staff.

SHELTER STAFF SAMPLE BRIEFING

Suggested agenda/general topics for daily staff briefings

1. Welcome and introductions
 - a. Thank you
 - b. Staff names and past shelter experience
 - c. Exchange staff phone numbers
2. Introduce partner agencies
 - a. Facility representatives
 - b. County representatives
3. Safety briefing (daily)
 - a. Facility exits and evacuation plan
 - b. Location of first aid and AED
4. Status report on incident
 - a. Type of incident
 - b. Evacuation orders issued or expected
 - c. Anticipated length of incident
5. Status report on facility
 - a. Areas for registration, dormitory, feeding, staff, etc.
 - b. Areas off limits
6. Staff assignments
 - a. Registration
 - b. Dormitory
 - c. Other
7. Questions and answers

PERSONAL GO KIT

In order to ensure that staff personnel needs are met during a disaster deployment or evacuation, they are encouraged to put together a "Go kit". At a minimum - it should contain the following items:

- Sleeping bag or bed roll with pillow Towel, washcloth, and soap
- Appropriate clothing for 3 days:
 - Appropriate/comfortable footwear (extra pair if possible)
 - Note: For normal shelter operations appropriate footwear are work shoes, sturdy tennis shoes or walking shoes. NO open-toe sandals, flip-flops, etc.
 - Underwear changes for 3 days including socks
 - Hat or cap
 - Sunglasses
- Snacks or specialized food
- Toiletry items (soap, toothbrush, toothpaste, deodorant, shampoo, conditioner
 - Feminine hygiene products (if applicable), disposable body wipes, razor, etc.) Reading or prescription eyeglasses and hearing aids, if applicable (extra set) Medications for at least 5 days
- Cell phone with spare battery and charger
- Flashlight with extra batteries
- Identification (driver's license, medical insurance card, social security, government ID) Copy of license/certification (for medical staff)
- Rain jacket/wet weather gear
- Cash
- Family/Emergency contact information
- Diversion aids (cards, games, books, etc.)
- Note pad/Notebook with pen/pencil
- Basic first aid
- Work gloves
- Duffel bag to place these items in

SHELTER FORMS

SHELTER SHIFT INSPECTION FORM

Date: _____ Shelter Name: _____

Shift: <input type="checkbox"/> Day <input type="checkbox"/> Night	Inspection Time:
Inspector Name:	Inspector Position:

GENERAL CONDITION			
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AREAS TO INSPECT	YES	NO	COMMENTS
Are all areas free of excessive wear and tear?	<input type="checkbox"/>	<input type="checkbox"/>	

ENTRANCES, EXITS & ACCESS TO SHELTER			
--------------------------------------	--	--	--

AREAS TO INSPECT	YES	NO	COMMENTS
Are all entrances and exits visible and unobstructed?	<input type="checkbox"/>	<input type="checkbox"/>	
Are all entrances and exits marked with a visible sign that is properly illuminated?	<input type="checkbox"/>	<input type="checkbox"/>	
Are accessible entrances clearly marked?	<input type="checkbox"/>	<input type="checkbox"/>	
Are controls in place for any restricted areas requiring limited access?	<input type="checkbox"/>	<input type="checkbox"/>	

EXTERIOR OF SHELTER			
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AREAS TO INSPECT	YES	NO	COMMENTS
Are all walkways clear of trip or fall hazards?	<input type="checkbox"/>	<input type="checkbox"/>	
Are all accessible ramps and handrails maintained?	<input type="checkbox"/>	<input type="checkbox"/>	
Are there appropriate containers for disposal of cigarettes and trash?	<input type="checkbox"/>	<input type="checkbox"/>	
Is there an appropriate area for service and assistance animals to relieve themselves?	<input type="checkbox"/>	<input type="checkbox"/>	

INTERIOR OF SHELTER			
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AREAS TO INSPECT	YES	NO	COMMENTS
Are the routes between service delivery areas and restrooms at least 36" wide, free of protruding objects and accessible to all residents and workers?	<input type="checkbox"/>	<input type="checkbox"/>	
Are all areas and floors clean, dry, sanitary and free of hazards?	<input type="checkbox"/>	<input type="checkbox"/>	
Is floor protection adequately secured to avoid slips, trips and falls?	<input type="checkbox"/>	<input type="checkbox"/>	
Are all service delivery areas sanitized and clean of debris?	<input type="checkbox"/>	<input type="checkbox"/>	
Is signage for designated areas legible and large enough for all residents and workers to see?	<input type="checkbox"/>	<input type="checkbox"/>	
Does signage reflect all languages spoken by the shelter resident population?	<input type="checkbox"/>	<input type="checkbox"/>	
Are restrooms clean, orderly and free of standing water, trip and fall hazards, and chemicals?	<input type="checkbox"/>	<input type="checkbox"/>	
Are diaper changing areas sanitized with available hand wipes?	<input type="checkbox"/>	<input type="checkbox"/>	
Is there an adequate power supply for residents with durable medical equipment and portable electronic device charging stations?	<input type="checkbox"/>	<input type="checkbox"/>	
Are electrical cables and outlets routed and covered safely?	<input type="checkbox"/>	<input type="checkbox"/>	
Are doors and windows secured?	<input type="checkbox"/>	<input type="checkbox"/>	
Are reception workers appropriately controlling access to the shelter and securing the shelter entrance?	<input type="checkbox"/>	<input type="checkbox"/>	

Resolution of Issues Identified Above:

Shelter Assignment Sheet

FACILITY NAME: _____ DATE _____

ADDRESS: _____ Phone # _____

OWNER / FACILITY CONTACT: Name _____ Phone # _____

SHELTER MANAGER NAME: Name _____ Phone # _____

	POSITION	SHIFT "A" Hours	Name / Contac Number	SHIFT "B" Hours	Name / Contac Number
1	Shelter Manager				
2	Assistant Shelter Manager				
3	Intake Lead (Registration)				
4	Dormitory Lead				
5	Food Service Lead				
6	Security Lead				
7	Logistics Lead				
8	Animal / Pet Lead				
9	County Worker				
10	Shelter Worker				
11	Shelter Worker				
12	Shelter Worker				
13	Shelter Worker				
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					

Shelter Staff Change of Shift Log

Shelter NAME: _____ DATE _____

ADDRESS: _____

SHELTER MANAGER - NAME: _____

SHELTER MANAGER CONTACT NUMBER: _____

	PRINT NAME (FIRST, LAST)	Date	Time		ORGANIZATION	Signature	Shelter Position
			In	Out			
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							

Shelter Food Service Report

FACILITY NAME: _____ DATE _____

ADDRESS: _____

SHELTER MANAGER - NAME: _____

SHELTER MANAGER CONTACT NUMBER: _____

	MEAL TYPE (BREAKFAST, LUNCH, SNACK, DINNER)	Date	Time		NUMBER OF MEALS	NOTES
			DELIVER	SERVE		
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						

Shelter Activity Log

FACILITY NAME: _____ DATE _____

ADDRESS: _____

SHELTER MANAGER - NAME: _____ OPERATIONAL PERIOD _____

SHELTER MANAGER NUMBER: _____

Shelter Clients

# of Clients Registered	Actual Head Count	As of (Date/Time)
-------------------------	-------------------	-------------------

Any Trending of Client Illness/Injury?
 Yes No Specify _____

Shelter Staffing

# of Personnel during current Operational Period	# of Personnel Expected during next Operational Period
--	--

Other agencies/Organizations (and their quantity of personnel) Present

Other issues / needs to report?

Shelter Staff Sign-In Sheet

FACILITY NAME: _____ DATE _____

ADDRESS: _____ Phone # _____

OWNER / FACILITY CONTACT: _____ Phone # _____

SHELTER MANAGER NAME: _____ Phone # _____

(Complete one sheet per day)

	NAME (FIRST, LAST)	ORGANIZATION	SHELTER POSITION	Time		Phone Number	E-mail
				In	Out		
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
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21							
22							
23							
24							
25							

SHELTER CLIENT REGISTRATION FORM

Date: _____ Shelter Name: _____

HOUSEHOLD INFORMATION		
Family Name (<i>Last name</i>):		
# Family Members Registered:	0-3 yrs: 65+ yrs:	3-7 yrs: 8-12 yrs: 13-18 yrs: 19-65 yrs:
Pre-Disaster Address (street, city, state, zip code):		
Primary Phone:	Other Phone:	
Email Address:		
Primary Language: If primary language is not English, do they need an interpreter? <input type="checkbox"/> Yes <input type="checkbox"/> No	If not English, is there a family member present who speaks English? Name:	Method of Transportation (<i>if personal vehicle - plate # and State</i>):

INDIVIDUAL FAMILY MEMBER INFORMATION							
Name (Last, First)	Age	Gender	Arrival Date	Rm/Cot #	Volunteer (Y/N)	Departure Date	Departure Notes

<input type="checkbox"/> Yes <input type="checkbox"/> No Are you or anyone in your household required by law to register with any state or local government agency for any reason?
<input type="checkbox"/> Yes <input type="checkbox"/> No Is someone in the household a veteran or active military?
<input type="checkbox"/> Yes <input type="checkbox"/> No I agree to have my information shared with other agencies providing disaster relief services.

By signing here, I acknowledge that the information on this form is accurate, I have initialed the three statements above, and I have read/been read and understand the Shelter Resident Information Sheet.

Signature: _____ **Date:** _____

Shelter Worker Signature: _____ **Date:** _____

Complete the Registration Intake & Assessment Form to determine if further assistance or accommodation is needed.

SHELTER PET REGISTRATION

SHELTER PET REGISTRATION

FACILITY NAME: _____	DATE _____
ADDRESS: _____	
INCIDENT NAME _____	TOTAL NUMBER OF PETS _____
PERSON COMPLETING FORM NAME _____	
CLIENT NAME _____	
RESIDENT ADDRESS _____	
CITY _____ STATE _____ ZIP _____	
PHONE NUMBER _____	

PET # 1 (ONE)

NAME OF PET _____	BREED _____
COLOR _____	AGE _____
TYPE OF PET: DOG <input type="checkbox"/> CAT <input type="checkbox"/> OTHER <input type="checkbox"/>	SEX: MALE <input type="checkbox"/> FEMALE <input type="checkbox"/>
IS YOUR PET CURRENTLY VACCINATED AGAINST RABIES? YES <input type="checkbox"/> NO <input type="checkbox"/>	SPAYED: YES <input type="checkbox"/> NO <input type="checkbox"/> NEUTERED: YES <input type="checkbox"/> NO <input type="checkbox"/>
DOES YOUR DOG HAVE A CURRENT DA2PP (OR EQUIVALENT) VACCINE AND BORDTELLA? YES <input type="checkbox"/> NO <input type="checkbox"/> N/A <input type="checkbox"/>	DATE OF VACCINATION _____
DOES YOUR CAT HAVE A CURRENT FVRCP (OR EQUIVALENT) VACCINE? YES <input type="checkbox"/> NO <input type="checkbox"/> N/A <input type="checkbox"/>	
CLINIC VACCINATED AT _____	CLINIC ADDRESS _____
	CLINIC PHONE NUMBER _____
DOES YOUR PET HAVE A MICROCHIP? YES <input type="checkbox"/> NO <input type="checkbox"/>	IS THE MICROCHIP REGISTERED IN YOUR NAME? YES <input type="checkbox"/> NO <input type="checkbox"/>
MICROCHIP NUMBER _____	
IS YOUR PET CURRENTLY LICENSED IN SONOMA COUNTY? YES <input type="checkbox"/> NO <input type="checkbox"/>	

PET # 2 (TWO)

NAME OF PET _____	BREED _____
COLOR _____	AGE _____
TYPE OF PET: DOG <input type="checkbox"/> CAT <input type="checkbox"/> OTHER <input type="checkbox"/>	SEX: MALE <input type="checkbox"/> FEMALE <input type="checkbox"/>
IS YOUR PET CURRENTLY VACCINATED AGAINST RABIES? YES <input type="checkbox"/> NO <input type="checkbox"/>	SPAYED: YES <input type="checkbox"/> NO <input type="checkbox"/> NEUTERED: YES <input type="checkbox"/> NO <input type="checkbox"/>
DOES YOUR DOG HAVE A CURRENT DA2PP (OR EQUIVALENT) VACCINE AND BORDTELLA? YES <input type="checkbox"/> NO <input type="checkbox"/> N/A <input type="checkbox"/>	DATE OF VACCINATION _____
DOES YOUR CAT HAVE A CURRENT FVRCP (OR EQUIVALENT) VACCINE? YES <input type="checkbox"/> NO <input type="checkbox"/> N/A <input type="checkbox"/>	
CLINIC VACCINATED AT _____	CLINIC ADDRESS _____
	CLINIC PHONE NUMBER _____
DOES YOUR PET HAVE A MICROCHIP? YES <input type="checkbox"/> NO <input type="checkbox"/>	IS THE MICROCHIP REGISTERED IN YOUR NAME? YES <input type="checkbox"/> NO <input type="checkbox"/>
MICROCHIP NUMBER _____	
IS YOUR PET CURRENTLY LICENSED IN SONOMA COUNTY? YES <input type="checkbox"/> NO <input type="checkbox"/>	

Shelter Staff Shift Schedule

FACILITY NAME: _____ DATE _____

ADDRESS: _____

OWNER / FACILITY CONTACT: _____ Phone # _____

SHELTER MANAGER NAME: _____ Phone # _____

(Complete one sheet per day)

	NAME (FIRST, LAST)	ORGANIZATION	SHELTER POSITION	Shift "A" or "B"	Other Information
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					

Shelter Client Sign-In Sheet

SHELTER NAME: _____

DATE _____

ADDRESS: _____

EVENT _____

SHELTER MANAGER NAME: _____

Phone # _____

	NAME (FIRST, LAST)	DATE	Time		Phone Number	LEAVING PERMANENTLY?	NOTE
			In	Out			
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							

ASSET SIGN-OUT SHEET

FACILITY NAME: _____ DATE _____

ADDRESS: _____

LOGISTIC LEAD - NAME: _____

LOGISTIC LEAD CONTACT NUMBER: _____

INCIDENT NAME

	TYPE OF ASSET (GENERATOR, SIGN, GASOLINE)	OWNER OF ASSET	PERSON TAKING ASSET	ORGANIZATION	DATE / TIME	PHONE	WHERE IS THE ASSET GOING	DATE/ TIME RETURNED	RECEIVED BY
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									

Sonoma County

Temporary Evacuation Point Field

Guide

Last Revised August 23, 2021

**Developed by the
Sonoma County Shelter Council
in partnership with the
Sonoma County Human Services Department, Sonoma County
Department of Emergency Management,
American Red Cross &
Other Sonoma County Shelter Partners**

County of Sonoma Temporary Evacuation Point (TEP)

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Introduction

It is important to stay safe and secure!

Temporary Evacuation Points (TEP)

Temporary Evacuation Points are the first contact point for evacuees to begin the problem-solving process to find appropriate short-term or long-term shelter. Typically, a TEP is an outdoor location that can be activated before shelters open and provides limited resource support and facilitates the assignment of evacuees into shelter options for those who are not able to find it on their own.

In collaboration with the Care and Shelter Team and the EOC, TEP Staff can direct evacuees, with or without their small pets, to an available shelter to meet the needs of their individual situation including a congregate shelter, hotels and motels, or a designated outdoor space. TEP Staff can also recommend other community resources that can be helpful during the evacuation. The TEP allows for the registration of evacuees needing shelter.

Evacuees may remain at the TEP for several hours or may choose to leave the TEP and wait for notification of shelter space from another location, but the TEP is not designed to support evacuees as a shelter site.

MISSION (PURPOSE AND FOCUS)

Provide a safe place for evacuees to begin developing a shelter plan.

GOALS (WHERE WE WANT TO BE / WHAT NEEDS TO BE ACCOMPLISHED)

- Provide a safe space for evacuees to make shelter plans while providing limited resources and referrals
- TEP Staff are informed, trained, and prepared to open and manage a TEP
- Ongoing communication about the TEP situation will occur between the EOC Care and Shelter Lead, so that event decisions are based on data and needs of the evacuees

LOCATIONS

TEP's can be established by Sonoma County, any City and/or any Incident Commander, as needed.

County Sponsored TEP's

Santa Rosa Veterans Memorial Auditorium: 1351 Maple Ave Santa Rosa, CA 95404

Petaluma Veterans Memorial Building: 1904 Petaluma Blvd S Petaluma, CA 94952

PLEASE SEE SITE ATTACHED MAPS

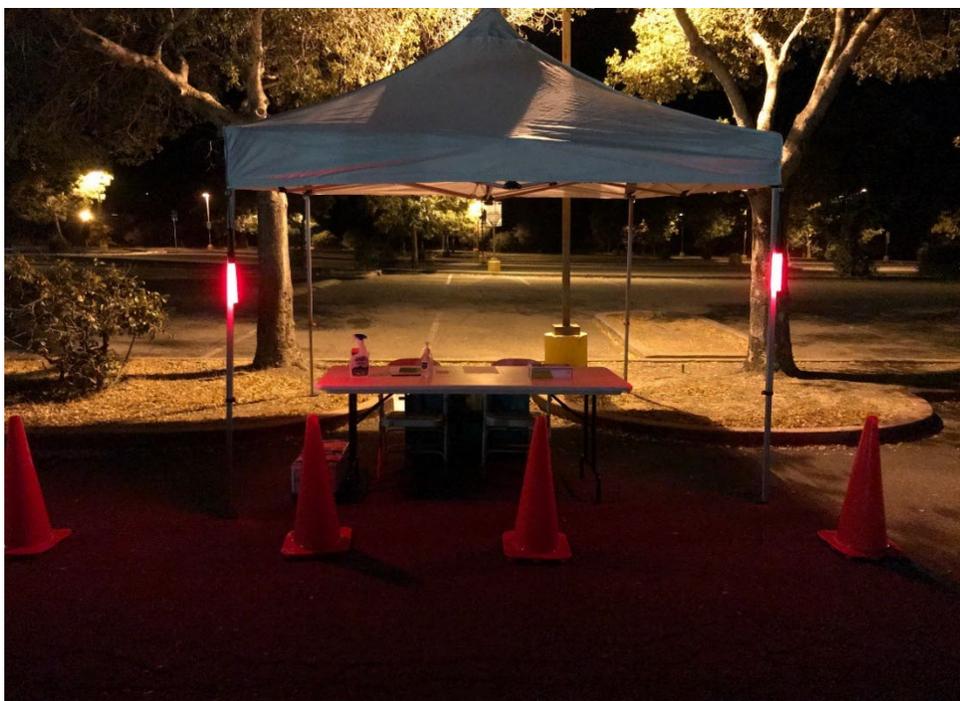
ACTIVATION

Once it is determined by the EOC Command staff that TEP's should be opened, staffing and logistical support should be deployed immediately. The Care and Shelter Lead or the EOC Incident Commander contacts the TEP Lead to verify availability and timing of arrival to the site before announcing the TEP opening to the public. The TEP Lead will then deploy the TEP strike team to the identified site.

Jurisdictions seeking to establish shelter sites within other jurisdictions should communicate through the EOC Care and Shelter Lead to coordinate these efforts. Additionally, coordination with the local Humane Society and Sonoma County Animal Services are ideally a part of the activation process.

Public Information Officers and Public Information and Emergency Alerting efforts (SoCoEmergency, NIXLE, etc.) will announce the location of the TEP only. Shelter Sites should not be publicly advertised, and evacuees should be discouraged from going directly to any reported shelter sites, until assigned to a specific shelter site.

Upon or prior to an evacuation being ordered, staff deploy immediately to the parking lot of one or more congregate shelters. A TEP may also be located in a park or other large parking area if no congregate shelter has been identified.



Set-up TEP:

1. Tent(s), two tables, four chairs, lights, fans if needed (depending on temperature)
2. Office supplies, cell phones, laptop, PPE (face masks, sanitizer, gloves)
3. Water, snacks
4. Signage – to identify the TEP location, flow of individuals and cars in lines, how to access assistance/information; snacks/water; hygiene stations; bathrooms
5. Waiting area with chairs

Client Screening at TEP:

1. Evacuees wait in outdoor area before and after being interviewed/screened, until appropriate shelter option is identified and available for assignment
2. Residents who arrive at a TEP will be screened for COVID-19 prior to entry into a shelter (see Client Screening Instructions in this Field Guide)
 - a. People currently in isolation or quarantine for COVID-10 can present at the TEP
3. Everyone accessing the TEP must wear a face covering – cloth or other – except for children under the age of two (2). Face coverings should be provided if clients don't have access to them
 - a. Individuals will be asked to leave or separate from the group if they are unwilling or unable to wear a face mask
 - b. Enforce minimum 6 feet social/physical distancing at all times
4. Based on screening answers and temperature check, people will be directed to an Alternate Care Site (ACS) if they have already been diagnosed with COVID-19, are under quarantine for COVID-19, or have symptoms consistent with COVID-19.
5. Based on screening answers and temperature check, people who are presumed to be healthy and negative for COVID-19 will be interviewed by TEP shelter registration staff and may be pre-registered to a congregate shelter at the same location as the TEP or another shelter, based on need and availability of space
 - a. Conduct pre-registration process including name(s)/contact information (phone, e-mail) and record where they are initially referred to after interview is complete. Provide colored wrist band if pre-registered for congregate shelter to speed entry once shelter opens
6. Health screening conducted – key health screening questions to be answered include
 - a. Do you have COVID or have you been exposed to COVID-positive individual?
 - b. Do you have a cough?
 - c. Do you have a sore throat?
 - d. Are you experiencing a new loss of taste or smell?
 - e. Are you feeling feverish/chills?
 - f. Are you experiencing muscle pain?
 - g. Do you have difficulty breathing (worse than usual)?
 - h. Do you have a temperature of 100 degrees or higher?
7. Shelter medical staff (of the Health Department Operations Center (DOC) will determine next steps when a client does not pass the health screening

- a. Send exposed, symptomatic or Covid-positive evacuees to pre-designated isolation area outside of shelter and away from other evacuees until medical staff are available

Roles, Responsibilities and authorities

TEP Site manager (one person)

- Has the authority at the site to make decisions which impact the overall safety and process of the TEP
- Facilitate briefings for disaster service workers
- Coordinate setup/take down of site
- Monitor evacuee and staff safety. Fill out appropriate forms in the event of an incident
- Coordinate with TEP Lead and Care and Shelter Lead for resource needs, provide situational awareness to the EOC
- Assign, orient, and support disaster worker staff
- Ensure COVID and incident safety for staff (example: N95s if AQI is above 75)
- Make sure staff don't park in evacuee area – direct them to park at far end of lot away from evacuees
- Ensure roles are filled
- Arrive 15 minutes before your shift to debrief with previous shift manager. Stay 15 minutes late to debrief with next shift manager (when shifts are contiguous)
- Collect questions from staff and refer ones you can't answer to your Care and Shelter Lead
- DO NOT talk to the press or allow anyone on site to do so. Refer press questions through Care and Shelter Lead to EOC Public Information Officer.

Administrative/Floater (one person)

- Works side by side with the TEP site manager
- Takes notes for the site manager for tracking of information
- Ensures that resource requests are tracked and sent to Care and Shelter Lead
- Completes the request to the American Red Cross or the State for housing

Greeters (estimated 2 staff - 1 bilingual):

- Stationed at the entry of the TEP
- Provides brief overview of the TEP to evacuees
- Provides hand-out of available resources with encouragement to begin self-planning for shelter needs
- Screens for immediate need for shelter (Functional Needs, First Aid, etc.)
- Directs evacuees into parking areas, with directions to Handicapped Accessible Spaces

Resource Navigation (estimated 2-4 staff, bilingual needed)

- Staffs the indoor bathrooms, provides information and direction for onsite activities
- Staffs the resource table and provides information and referrals for local resources
- If shelter opens, facilitates placement into an appropriate shelter

Parking Staff (estimated 2-4 staff)

- Assist directing cars to the proper location (e.g. position near entrance and in the parking lot to direct evacuees from the greeter station to the appropriate section of the parking lot).
- Recommendation: One person should be stationed at the corner of the entrance and at night should have a lantern, waiving people into the TEP area. The goal is no traffic build-up at the entry and into the roadway

Guiding Principles for all roles

Safety First – Everyone is a safety officer!

- At all times, safety is priority number one, including the safety of staff and evacuees
- If a situation arises which is unsafe, attempt to remediate it or immediately communicate with the TEP Site Manager
- Wear your assigned vests!

Ongoing communication and collaboration

- Use the chain of command to immediately report any issues or serious challenges
- The TEP Manager is the single point of contact with the EOC Care and Shelter seat and all communication should be through the TEP Manager, and then into the EOC
- If additional resources are needed at the site, the Site Lead will communicate this information to the EOC Care and Shelter Lead
-

Seek to support evacuees with accessing their own resources

- Encourage evacuees to use friends, family or hoteling options if they are available
- At all times seek to find ways to support evacuees
-

Ensure all access and functional needs/emergency needs are met

- Continuously assess the access and functional needs of evacuees and link them to resources

Engage with evacuees with sensitivity

- Understand that evacuees are most likely suffering from the effects of the traumatic event
- Identify if there are barriers to communication and address them (use translation, assistive devices, etc.)

- Remain calm
- Provide as much information as you can, and if you do not have it, let them know a potential timeframe for when it is expected
- Speak slowly and clearly
- Be patient
-

LESSONS LEARNED

Will be documented in an after-action plan. Please make note of your observations and potential solutions.

CONCLUSION

Even with the best planning and execution, some changes to the TEP design or implementation may be needed due to the emergency and changing conditions. This document is intended to be a working document and additions and changes should be made as necessary.

RESOURCES

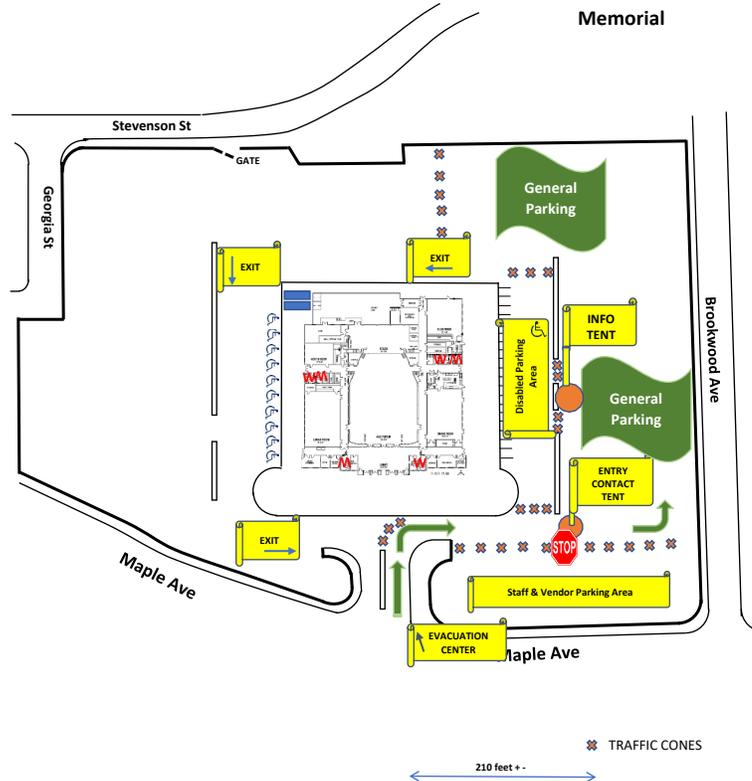
PLEASE SEE APPENDIX FOR THE FOLLOWING:

- MAP OF TEP SITES
- RESOURCE SHEET FOR EVACUEES
- TEP SITE MANAGER CHECKLIST
- TEP SUPPLY LIST
- CONTACT PHONE NUMBER LIST

Santa Rosa Veterans Memorial Auditorium 1351 Maple Ave Santa Rosa, CA 95404



Santa Rosa
Veterans
Memorial



TEP SITE MANAGER CHECKLIST

Activation Date/Time: _____ Your name: _____

Briefings. Gather people for briefing first time and last time.

First meeting: Welcome and Thank you

- Review goal of the operation: The TEP is designed to be a temporary stop for evacuees to 1) gather their thoughts, 2) assess their needs, 3) support them in using their resources, 4) provide resources which include hoteling through the American Red Cross or State of California Mass Care and Shelter program.
- Explain flow of the operation
- Identify roles
- DSWs should wear N-95 if AQI is 75+ and save their masks to reuse.
- Wear vests and name tags

Last meeting: Debrief and Thank you

- Debrief how today went
- Thank everyone for participating
- Remind them to save their masks for next time
- Capture feedback for continuous improvement

Site Set up/take down:

Set up: Make sure barriers are in the right places to control traffic. Make sure signs are up and visible all along the evacuee path () list where?

Take down: Put everything away (ok to leave water out at greeter tables with chairs, and tent) on flat bed cart and roll into available trailers.

Fill Roles (keep track of these folks with phone numbers):

Administrative Role/Runner:

1. _____

Greeters (estimated 2 staff - 1 bilingual):

1. _____

2. _____

Resource Navigation (estimated 4-5 staff, some bilingual):

1. _____

2. _____

3. _____

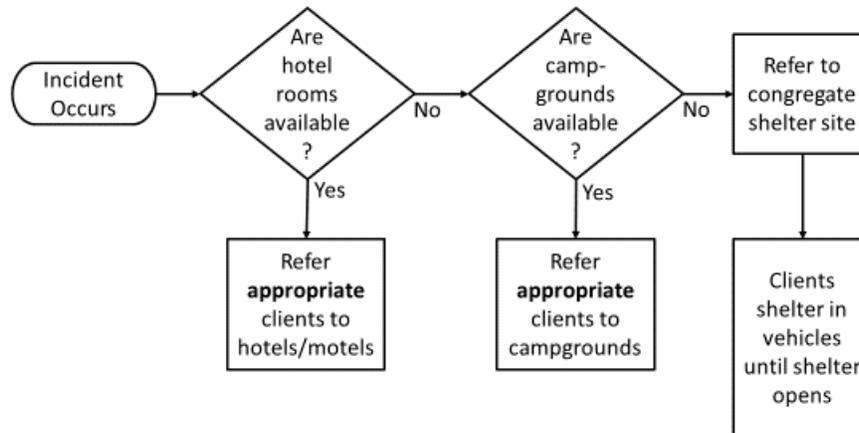
4. _____

Parking (estimated 4-5 staff, ideally one to monitor exit):

1. _____

2. _____

Temporary Evacuation Points Referral Process (first 24 Hours)



Shelter in Vehicles - Parking Lot:

- Able/willing to shelter in vehicle in a designated parking lot?
- Evacuees with an RV or camping gear may be referred to a campground or to an outdoor parking/camping area adjacent to or near the TEP.

Some members of the public seeking shelter and support might not feel comfortable in a shelter and may prefer staying in their vehicles while taking advantage of other support services provided at the shelter. All procedures and policies applicable to the shelter building will be adhered to for those sheltering in their vehicles, including first registering at the entrance of the shelter. In-vehicle sheltering should be set up with social distancing in mind by separating occupied vehicles with an unoccupied parking space or median strip between each vehicle.

Things to advise clients of when sheltering in their vehicles:

- Keep valuables in trunk and out of sight
- Wash your hands before getting into and after getting out of your vehicle
- Disinfect and clean common vehicle touchpoints daily (dashboard, handles, key fobs . . .)
- Wear a mask upon leaving your vehicle
- Keep the inside and outside of your vehicle clean, including the parking area around the vehicle

Parking lots should follow diagram that follows, leaving one empty parking space between each vehicle.

