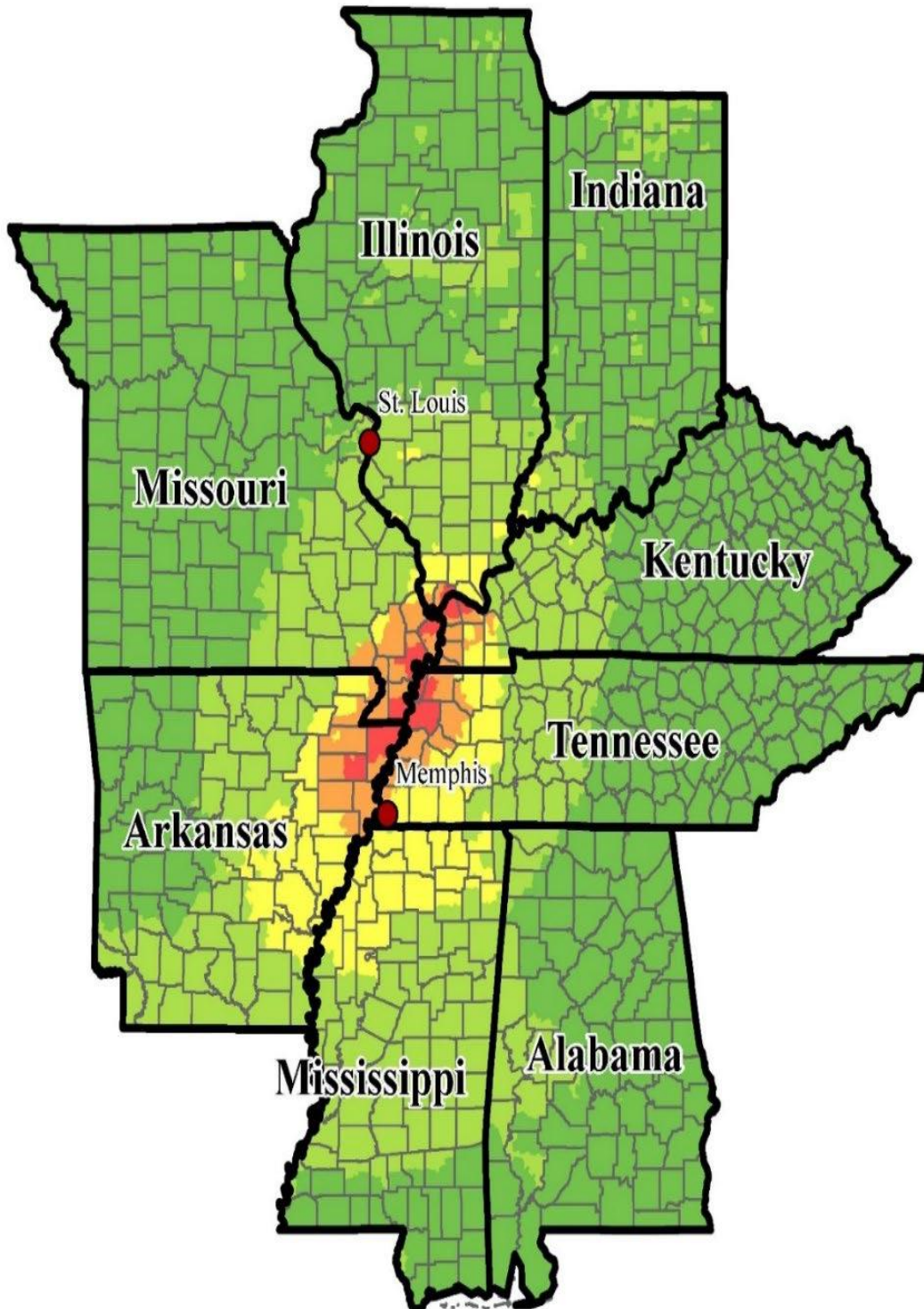# NEW MADRID SEISMIC ZONE

Consolidated Assistance Site Field Operations Guide

Introduction

Consolidated Assistance Site (CAS)

This site is operated by the local jurisdiction and supported by the state as needed. The scope of services provided at a CAS will be determined by the severity of the incident and the needs of the community.

The CAS will be a site designated by the local jurisdiction for sponsored and self-evacuees to receive services. The services may include a temporary rest area/shelter, refreshments, basic first aid, non-perishable food items, and any other resources needed by the evacuees. Services need to include an area where evacuees can refuel or recharge their vehicle. Items to consider when opening an CAS should include the following:

1. Location of the site

2. If CAS is set up as a result of an earthquake, structural integrity of facility/site to be utilized must be verified (or suitability/availability of soft sided structures)

3. Proximity to viable evacuation transportation routes

4. Ingress and egress routes accommodating bus traffic incoming and outgoing from the CAS site

5. An area large enough to accommodate bus transportation services for the sponsored evacuees, including large parking area

6. Fueling for buses transporting sponsored evacuees and self-evacuees

7. Generator for recharging station for electric vehicles

Key resource availability, caches, and a mechanism to obtain them

Formal sponsored evacuee tracking is initiated at (CAS) locations if it has not been previously initiated at the Evacuation Assembly Sites (EAS).

These sites are located along the two major westward evacuation corridors that will be used. At these sites, evacuees are staged for ongoing transportation to Evacuation Reception Centers (ERCs)

Fundamental Objectives of the CAS

▶ Evacuee processing and assistance to individuals and families evacuating the impacted areas (including services for companion animals/pets)

Services To Include:

- Respite (i.e., food, water, personal hygiene, and cots for temporary rest area should be considered for transport delay of sponsored evacuee or non-sponsored evacuee)

- First Aid Treatment (consider utilizing/requesting local/regional Community Emergency Response Teams (CERT): and/or Medical Reserve Corps or Community Emergency Response Teams)

- Access and Functional Needs (wheelchair, walker, durable medical equipment)

- Vehicle fueling services

- Vehicle charging services

- Transportation services

◗ Using This Guide

Guide Design

This Field Operations Guide(FOG) should be used as a guidebook during CAS operations. This guide is designed to be used in the field throughout the cycle of CAS opening, operation and closing. It is divided into ten sections. On the right side of each page is a vertical bar to assist you in navigating the guide with ease. The sections and color-codes are as follows:

Position Icons

In addition to the sectional color-coding, the guide contains information for the fundamental positions within a CAS. A set of icons has been developed representing each of the functional staffing areas of a CAS. At the beginning of each section, you will find the specific icons for each position. Additionally, icons are placed above various sub-sections if the information is pertinent to the positions. Positions include:

CAS Management

Registration/Documentation

Rest/Shelter

Feeding

Staffing

Logistics

Communications

Health and Mental Health

Security

Training

At the end of this guide are two sections related to training:
- Checklists
- Coaching Aids

The Checklists sections contains a list of tasks for various CAS positions.

The Coaching Aids section provides tools for trainers to use when training specific positions.

Before Opening an CAS

Before opening a CAS location, there are a number of things to consider. Is there a site available for a CAS or will soft sided shelters be needed? Is the CAS location situated on or near an evacuation route? Is the site large enough to accommodate buses and self-evacuee parking? How will self-evacuees know where the CAS is located?

This section of the CAS FOG provides the information needed to set up a CAS.

▶ Site Selection

- Has the facility been inspected and determined to be structurally sound?
- Is the facility clean and orderly? Are the kitchen and bathrooms fully operational?
- Is there sufficient light in public areas?
- Are the building systems in working order (electrical, water, sewage, heat ventilation and air conditioning)?
- Are the fire extinguishers and smoke detectors in working order?
- Are indoor and outdoor walkways open and free of hazards?
- Are the emergency exits clearly identified and unobstructed?
- Is the facility accessible to those with disabilities, to include wheelchairs, walkers or canes? If stairs are there a handrail with three points of contact?
- Are there any hazard materials stored on site?
- Are there any existing life safety hazards: electrical outlets with missing covers, extension cords daisy chained, extension cords used to power appliances, improperly stored flammable material?
- Is there sufficient Parking and two means of entrance and exit for traffic flow?
- Is there sufficient space for all needed services?

Determine the Scope of Services Needed

Services required at an CAS site will be dependent upon many factors including; the number of individuals seeking assistance with evacuation and other services, the impact to the community infrastructure, and the ability of the community to provide mass care and evacuation services.

Service provided at an CAS site will include (but not limited to)
- Feeding, including food, water, and snacks
- Temporary Sheltering
- First Aid
- Fuel for both sponsored evacuee buses and self-evacuees
- Bathroom/Hygiene stations
- Reunification Service
- Sponsored Evacuee Tracking
- Pet Services
- Crisis mental health and spiritual health
- Access and functional needs service
- Transportation assistance to Evacuee Reception Center

Consolidated Assistance Site Line of Effort

Establish and operate a Consolidated Assistance Center (CAS) for evacuees providing services and resources including, but not limited to; intake, tracking, respite, medical screening, and onward movement to a Disaster Medical Assistance Team (DMAT) site if injuries/medical needs indicate the need for further medical care or to an Evacuee Reception Center (ERC**).**

Site Layout and Set-Up

On the next page is a diagram of a potential layout of a CAS. When allocating space in the CAS facility, leadership will need to establish functional areas as well as levels of access for the functional areas. Some areas will need to be restricted from the general population, such as supply storage areas, first aid and medical areas, or any area that has equipment that is dangerous or may be broken.

> **NOTE:** It will be vital to post signs designating the site as a CAS as well as signs directing evacuees to the site. Inside the site signs will be needed to clearly mark different areas of the CAS for public use or off limits.

Sample CAS Floor Plan
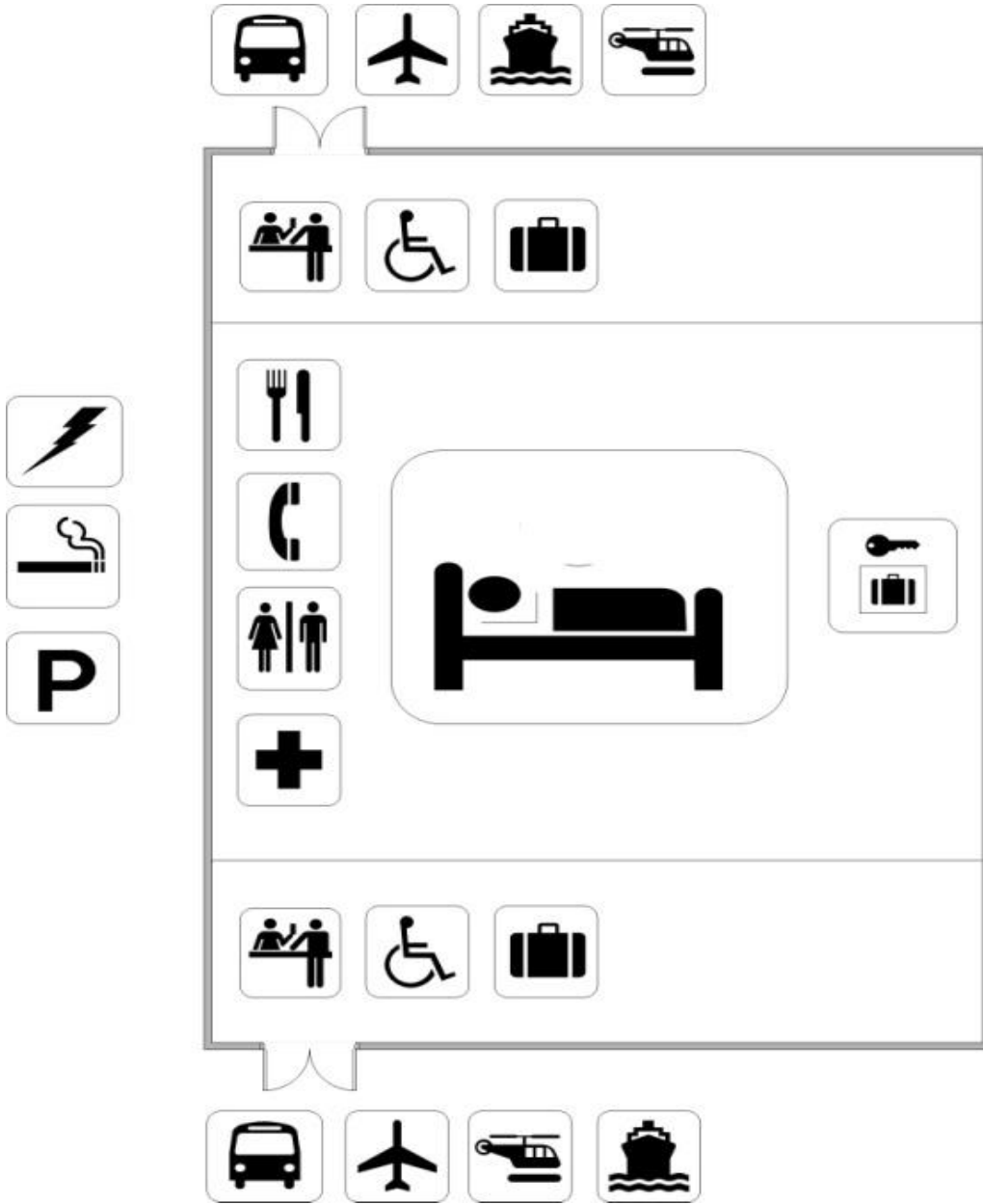
Site Layout and Set-Up

Site Layout and Set-Up

Household Pets

Household pets should be sheltered in facilities designed to shelter animals if possible. Coordination with the Humane Society for pet sheltering is encouraged. Other possible resources for pet services include:

- Local animal control agency
- Local animal shelter
- Local household pet boarding facilities
- Veterinarians/veterinary hospitals

Feeding/ Food Preparation & Serving Areas

If meals are produced on site, a commercial kitchen is desirable. If meals are sourced off-site, a staging area may be needed. In some instances, mobile feeding units might be needed as well. Work with Local Public Health Agency (LPHA) to inspect the cooking facility to ensure food preparation is safe and follows proper public health preparation requirements.

Feeding/Food preparation & serving areas should include:
- Identify sources for food, water, feeding support materials and equipment
- Beverage and snack area
- Determine when first meal will be served and timing for subsequent meals
- Set up dining area that is located away from quiet area.
- Post signage that states that no food can be taken to dormitory/sleeping area.
- Handwashing area and food preparation cleaning area.

Plan to offer meals based on several considerations:
- Availability of food
- Convenience of procurement
- Religious and cultural concerns
- Health condition of shelter residents

Evaluate staffing needs in order for meal service to function in a timely manner. Consider staffing the following:

- Kitchen supervisor
- Cook/Servers
- Food prep
    Dish/Cleaning Staff

Snack Areas
Snacks and water area as supplies are available

Health Services & Mental Health Service Areas

- As evacuees arrive at the CAS location it will be important to have minimally, basic first aid available. The evacuees will need to be evaluated to determine if they need advanced medical care. If possible, more robust medical care can be provided to the injured by local hospitals or medical clinics. If available, EMS should transport those who need advanced medical treatment to local medical facilities.

- Those needing advanced medical care should be referred to local hospital

- Mental health care services. Consider local mental health specialists and spiritual care by local partners and agencies. After a catastrophic incident it will be vital to provide these services to the community (consider local regional behavioral strike team if applicable)

Storage
Locked storage areas are needed for food, medical equipment/supplies, and other equipment and supplies needed for CAS operations.

Staff Respite Area
A private area for staff to take a break, rest, or complete administrative duties should be provided.

Administrative Area
An area should be designated for CAS leadership to work out of.

Establish CAS Rules

Below are sample shelter rules based on guidance from the American Red Cross. It is recommended that rules be posted in all areas of the CAS in the languages of the residents:

- No drugs, alcohol, weapons or pets.
- Smoking – Use of all tobacco products, including Vapes and use of matches or lighters inside the CAS is prohibited. Please use designated smoking areas
- Children - Parents are responsible for supervising and controlling the actions of their children. Do not leave them unattended.
- Personal belongings – Staff cannot assume responsibility for belongings. Either lock valuables in your car, out of sight, or keep valuables with you.
- Quiet hours with lights out are enforced in the sleeping area(s) between the posted hours (e.g. 10:00 P.M. - 6:00 A.M.)
- Evacuees leaving the CAS for any period of time must sign in and out at the registration area.
- Keep your areas clean and help with cleanup of other areas when possible. Food and drinks, other than water, are not allowed in the sleeping area.
- Be respectful and courteous to others at all times. oud, boisterous and disruptive behavior is not permitted.
- Immediately report all health or safety concerns to staff.

Staffing

One of the greatest challenges for operating CAS site or any other type of mass care/evacuation site following a catastrophic event will be staffing. It is recommended that communities look to evacuees as assets and potential CAS staff when setting up these locations.

> **NOTE:** Each CAS location needs a Manager who is qualified to provide support and supervision of all CAS functions to ensure that evacuee's needs are met. It is important to **delegate** tasks to competent subordinates in order for the facility to run smoothly.

CAS Positions

The following positions are recommended for operating an CAS location, if there are personnel available to staff each position. There may be times with positions will need to combined due to a staffing shortage. Recommended roles include:

- CAS Site Manager
- Safety Officer
- Logistics Chief
- Operations Chief
- Registration/Reception Staff
- Public Information Officer
- Medical Services Staff
- Mental Health Services Staff
- Spiritual Care Staff
- Security Officer
- Traffic Control/Parking Monitors
- Communications Coordinator
- Pets/Service Animal Coordinator
- Mass Care Officer
- Shelter Manager
- Staffing Officer
- Transportation Coordinator

Considerations When Planning Staffing

Determine the number of CAS staff needed based on these factors:
- Anticipated number of evacuees
- Safety concerns
- Ability to secure the facility
- Anticipated duration of operation
- Demographics of residents such as children and people requiring functional needs support
- Lay-out of the facility

NOTE: Utilizing evacuees as part of the staff will alleviate the need to bring in additional staff from other areas and will give the evacuees a sense of accomplishment.

Shifts

The shift CAS will change as evacuees are transported from the CAS:

    Begin operations with **two—12-hour shifts**.

    Transition to **three—8 hour shifts** as more staff becomes available.

    Return to **two – 12 hour shifts** as evacuees are transferred to Evacuee Reception Centers (ERCs).

Scheduling

List the tasks that need to be performed and the hours required to complete these tasks. From this, prepare a daily schedule for each job and include the number of staff needed and some of the skills required to perform the tasks.

Many of these tasks have shifting levels of activity. For example, during opening and closing, registration may require higher staffing numbers to efficiently process evacuees. During slower times, some registration personnel can be moved to other tasks.

Orienting Your Staff

In addition to providing on the job training in specific tasks, ensure your incoming staff are briefed on:

- All CAS policies and procedures
- The chain of command
- Safety and security

Keeping Track of Your Staff

Just as you would maintain records of an employee's contact information and hours worked, it is important to track this same information for your staff. Plan to track the following information on your staff:

- Contact information
- Dates/hours worked
- Type of work performed
- Location where work was performed

NOTE: In Presidentially declared disasters, your local and state governments can utilize volunteer hours to offset the cost share of Public Assistance dollars awarded to the state through FEMA assistance programs.

Community Volunteers

It may be necessary to seek local community members as volunteers for certain tasks. Keep the following in mind when working with volunteers:

Consider utilizing volunteers for basic tasks such as set up and cleaning.

Be careful when recruiting volunteers and be aware of their background. Consult the sponsoring organization or the local EOC for background check requirements, if any, in the local area.

When recruiting volunteers, assign them to positions that do not compromise the privacy of evacuees, such as registration that would allow access to private information.

Volunteers can be used in positions where constant supervision is not necessary (e.g., feeding, cleaning and maintenance.)

Only assign trained, volunteers who have completed background checks and experienced staff to work with children, the elderly and individuals with disabilities and access and functional needs.

NOTE: Use caution if assigning staff or volunteers under the age of 18. Written parental consent should be obtained and direct supervision should always be provided.

Sample Staffing Chart

Sample Assignment List, ICS Form 204

1. BRANCH		2. DIVISION/GROUP	**ASSIGNMENT LIST**		

3. INCIDENT NAME	4. OPERATIONAL PERIOD
	DATE _____ TIME _____

5. OPERATIONAL PERSONNEL

OPERATIONS CHIEF _____	DIVISION/GROUP SUPERVISOR _____
BRANCH DIRECTOR _____	AIR TACTICAL GROUP SUPERVISOR _____

6. RESOURCES ASSIGNED TO THIS PERIOD

STRIKE TEAM/TASK FORCE/ RESOURCE DESIGNATOR	EMT	LEADER	NUMBER PERSONS	TRANS. NEEDED	PICKUP PT./TIME	DROP OFF PT./TIME

7. CONTROL OPERATIONS

8. SPECIAL INSTRUCTIONS

9. DIVISION/GROUP COMMUNICATIONS SUMMARY

FUNCTION		FREQ.	SYSTEM	CHAN.	FUNCTION		FREQ.	SYSTEM	CHAN.
COMMAND	LOCAL				SUPPORT	LOCAL			
	REPEAT					REPEAT			
DIV./GROUP TACTICAL					GROUND TO AIR				

PREPARED BY (RESOURCE UNIT LEADER)	APPROVED BY (PLANNING SECT. CH.)	DATE	TIME

▶ Sample Table of Organization

Again, this is only a sample organization chart, you may not have enough staff to serve in specific functional roles, so you may end up with one person serving in multiple leadership roles.

```
Facility
Representative  <---------->  CAS Manager
                            Safety Officer    Public Information Officer

        Operations                Logistics              Planning
        Section Chief             Section Chief           Section Chief

Processing            Respite        Facilities Unit
Branch Director       Branch Director
                                     Supply Unit
Intake Group          Rest Area Group
                                     Security Unit
Out Processing        Feeding Group
Group                                Communications
                      Household Pets Unit
Health and Mental     Group
Health Strike Team

Transportation
Group

Fueling Group
```

▶ **Possible Staffing Challenges**

Staff Shortages

Should you encounter staffing shortages, you will need to request assistance from the local Emergency Operations Center. Request staff through the chain of command. Be specific regarding the type of staff needed as well as the skills required (e.g. Is there a need for dormitory staff or a dormitory supervisor?) In the event there are not enough local staff to assist in the CAS, the LEOC may need to request staffing from the State Emergency Operations Center (SEOC).

Staff Overages

Should your site have too many staff, notify the LEOC. There may be a shortage at other r locations or evacuation site and these staff could be re-assigned.

▶ **Logistics**

Logistics is the function used for the acquisition and maintenance of the materials, equipment and services necessary for CAS operations.

Identify Potential Resources

Your CAS will need a variety of items. Logistics should locate potential resources for the following:

- Potable water
- Communications equipment
- Food and service supplies/equipment
- Sanitation supplies/equipment
- Children's and infants' supplies
- Universal/accessible/bariatric cots
- Blankets
- Pillows
- Personal hygiene supplies
- Towels
- Durable medical equipment (e.g., wheelchair, oxygen concentrator)

Potential Resources Continued

- First-Aid and medical supplies
- Administrative supplies
- Tables and chairs
- Tents/Soft Sided Shelters
- A source for prescription medications

Procurement

All resource requests should go through the LEOC. The CAS Logistics Officer should contact the Local Emergency Mass Care Coordinator (if the community/county has one) or another appropriate representative at the LEOC. The following suggested options should be considered when seeking supplies (local resources may vary):

- Local vendors and/or current suppliers
- Sponsoring organization
- Donations

If supplies are not available at the local level the LEOC will contact the SEOC for assistance.

Safety and Security

Providing for the safety and well-being of the evacuees at the CAS is an important aspect of operation.

Assessing Shelter Security

Assess and plan for security needs—consider 24-hour a day

Consider the following factors when assessing and planning for security:

- The number of evacuees
- Potential Vulnerable Population at the CAS such as:
  - Elderly
  - Individuals with disabilities
  - Children

Consider the physical layout of the facility and how this may affect security, e.g., lighting or isolated rooms and areas.

Coordinate with the LEOC for security needs. The Local Mass Care Coordinator at the LEOC will work with local law enforcement agencies to assist with security operations.

- Coordinate with law enforcement

- Develop and share the security plan with staff
- Consider contracting security services as a last resort

Potential Security Issues

It is important for the CAS management team to be realistic about the security risks that may exist in a large congregate setting and to constantly monitor for signs of developing situations. It is vital to seek local law enforcement's advice and technical support.

Monitor the following issues:
- Sale or use of illegal drugs and alcohol
- Weapons
- Prostitution
- Human Trafficking
- Gang activities
- Fights and altercations
- Theft of shelter or personal property
- Loud, boisterous and disruptive behavior
- Damage to facilities
- Mistreatment or abuse of evacuees including children

Security Precautions

Special security measures that may need to be instituted based on the situation include:
- Issuance of identification (wrist bands, cards, etc.) to evacuees in residence at the CAS and staff
- Identification checks at all entrances
- Limiting the number of public entrances and exits
- Posting personnel to monitor the rest area and children's recreation area doors
- Bathroom monitors
- Establishment of "off limits" areas
- Roving external patrols of the immediate area around the facility (including parking areas)
- Relocation of problem residents (including arrest, when appropriate)

Safety and Security Incident Documentation

A key element of risk management is documentation of any type of incident that may result in follow-up action, whether that action might be litigation, cost-recovery or criminal investigation. The CAS leadership should work with the LEOC on a CAS incident documentation form.

Specific examples of when to document an incident include:

- Situations resulting in injury
- Situations where individuals are removed from the facility or law enforcement personnel are requested
- Situations resulting in significant damage to the facility or loss of property
- Threats of harm or bodily injury made against any evacuee or staff member
- Allegations of improper conduct

Copies of the incident report should be provided to:

- CAS Manager
- Local Emergency Operations Center

Fire Safety and Structural Integrity

Any permanent structure selected as a CAS should comply with local fire regulations. To ensure this:

- Request inspection assistance from local fire department.
- Inspect facility for fire safety and consider the following factors:
  - Check general condition of sprinkler systems if present
  - Check for fire extinguishers. Note locations and share with staff.
  - Check emergency exits and ensure fire doors and exits are in good order and accessible.
  - Check for potential hazards (e.g., fire or electrical hazards)
  - Develop fire evacuation plan and conduct fire drill if needed.

▶ **Disability Integration**

CAS sites must accommodate the needs of children and adults with disabilities, including those with accessibility and functional support needs to the extent possible, so that all can be beneficiaries of programs, services and activities.   Some children and/or adults with disabilities may be fully independent while others may require some level assistance. Respect the independence of all evacuees and let people with disabilities make their own determination about what level of care and assistance they need.

Support services may include the following:

- **Communication** –People with communication needs may not be able to hear announcements, see signs, understand messages or verbalize their concerns.

- **Equipment and Personal Assistance**– Person's dependent on medical equipment or home health care will need to bring the equipment and/or the personal assistance they receive at home with them to the EAS. People can function independently as long as they have access to their assistive and supportive services or equipment. Examples of these are: durable medical equipment such as wheelchairs and walkers; medications; and personal caregivers. If people do not bring their equipment, medications and/or personal assistant, these services must be provided. The Logistics Officer should contact the LEOC if such equipment or services are needed.

- **Supervision** – People with supervision needs may include those who have psychiatric conditions (such as dementia, Alzheimer, depression), or mental illness.

- **Accessible Transportation** – Accessible transportation must be provided to children and adults who require it for evacuation out of the impact zone. The State Evacuation Management Team will work with individual communities to determine transportation needs.

Specific considerations should be provided for the following populations but are not intended to be all inclusive:

People with Visual Disabilities

- Consider the need to make printed information accessible (Braille, large print) and to provide a verbal orientation. Volunteers can help as sighted guides or readers.
- Cot Space – Locate sleeping space along a wall or in a corner to make it easier to find.

People Who are Deaf or Hard of Hearing

- For many persons who are deaf, sign language is the primary means of communication and you may want to find a sign language interpreter.
- Volunteers can help with basic communication needs – writing or slowly repeating instructions. Have note pads, pens and pencils available for staff or volunteers to use. Keep language simple and draw pictures if necessary.

People with Mobility Disabilities

- Some individuals who use a wheelchair may need assistance transferring from their chair to a bed or cot but can then proceed without assistance. Ask for advice on safe methods before lifting or moving the person.
- **Meals** – Ask if the person would like assistance when going through feeding lines.
- **Rest Space** – Assign a rest space in an area where access to eating areas and restrooms areas is available and not obstructed.
- **Battery Charging** – A person using a motorized wheelchair or scooter will need a location to recharge their batteries. If there is no power source available, they may need a manual wheelchair until a power source is found. Do not separate them from their motorized wheelchair if at all possible.

People with Developmental or Cognitive Disabilities

- May have trouble processing information unless it is presented simply and slowly.
- Establish a buddy system with volunteers providing reassurance, calm explanation and attention to personal needs.

Service Animals

> **NOTE:** The term "service animal" is defined in the Americans with Disabilities Act (ADA,) as any dog, individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability. A person with a disability cannot be asked to remove his/her service animal from the premises unless:
> - The animal is out of control and the animal's owner does not take effective action to control it (e.g., a dog barking repeatedly)
> - The animal poses a direct threat to the health or safety of others

- CAS staff may only ask the following questions to determine if an animal is a service animal:
  Is the dog a service animal required for a disability?
  What work or task has the dog been trained to perform?
- Persons with service animals are entitled to keep this assistance with them at a CAS location. By law, service animals must remain with the person they serve; this includes accompanying an individual anywhere within the facility that an individual would normally access.
- Consider segregating residents who have allergies to service animals.

Opening CAS Facility

▶ **Execution**

Localized evacuation is the responsibility of the local jurisdiction. Throughout this process, the Evacuation Management Team and the local Emergency Management Directors coordinate efficient deployment of resources, utilization of available evacuee shelter capacity, and effective modifications to evacuation routes, as necessary.

State and federal evacuation and mass care support operations are each managed by an operational task force of ESF and RSF partners under the direction of the Human Services Branch Director/Operations Section Chief in the UCG and the SEOC. The EMT and MCMT each develop and recommend priorities

Movement To CAS:

The Evacuation management Team is responsible for sponsored evacuee transportation and movement from the local Evacuation Assembly Sites (EASs) to the CAS, Emergency Respite Sites (ERS) and onto the Evacuee Reception Centers (ERCs).

The evacuation process is coordinated by the Operations Section of the UCG and the EMT.

The EMT and Mass Care Management Team (MCMT) function as operational task forces that work together to coordinate services to evacuees during the evacuation process. The MCMT is responsible for mass care services to evacuees during the evacuation process at each of the evacuation facilities along the way.

▶ **Check In**

Formal sponsored evacuee tracking can be initiated at the EAS or the CAS. CAS sites are located along the two major evacuation corridors in use. At these sites, evacuees are staged for further transportation to Evacuee Reception Centers (ERCs).

> **NOTE:** If an individual arrives at the CAS with apparent immediate health needs, refer immediately to local EMS

CAS Evacuee Check in Primary Steps:

Conduct an Initial Health and Mental Health Screening

Conduct an initial health and mental health screening with each family member by asking the following questions:

- Ill or injured?
- Do they have all their required medications with them?
- Dietary restrictions?
- Mobility or accessibility concerns or functional support requirements?
- Missing or deceased family member due to this disaster?

Refer individual to Physical and Mental Health personnel if available, as appropriate.

Identification of Unaccompanied Minors- DHS/ESF-8-ESF13

An unaccompanied minor is any individual younger than 18 years of age who is not accompanied by a parent or guardian. When unaccompanied minors are identified in the registration process:

- Make immediate and ongoing efforts to reach the minor's parent or guardian
- Contact local law enforcement, if unable to reach a legal guardian

Arrange for supervision of the minor by assigning responsibility for the minor to at least two workers who have passed a background check in the course of their affiliation with the CAS.

Registered Sex Offenders

Registered sex offenders may be a component of the displaced population following a disaster. Check with local law enforcement officials to determine what local statutes require concerning the sheltering and transportation of registered sex offenders.

Privacy and Information Sharing

All evacuee information should be stored in a secure area.

- Create protocols for storing and sharing evacuee information while maintaining confidentiality.
- Limit access to information only to staff that need the information to perform their job functions.
- Only consider disclosing evacuee information if one of the following applies:
    − To avert an imminent threat to the health or safety of the shelter residents or the community
    − As required by law

Common Mental Health Concerns in Shelters

The CAS will present greater challenges to some individuals. Surviving a traumatic incident such as a catastrophic earthquake is stressful. Many survivors will be worried about missing loved ones as well as dealing with the loss of personal property. Some common mental health problems may include:

- Symptoms of anxiety, anger and depression:
    - ✓ Promote feelings of calm and hope by providing accurate information about the situation, listening, making connections to support systems and resources, providing realistic reassurance, and promoting resilience and positive coping strategies (also referred to as psychological first aid).
- Pre-existing mental health issues such as substance abuse or addiction: Ensure access to appropriate needed medications and support services are available.

Preventing Contagious Disease Outbreaks

Prevention is paramount in terms of keeping contagious diseases at bay. Be sure to remind both evacuees and staff to follow the basic tenets of personal hygiene. Following a catastrophic incident disease may be more prevalent due to lack of clean water and potential unsanitary living conditions.

Specific methods for preventing spread of contagious diseases include:

Personal Hygiene

- Ensure that evacuees practice proper personal hygiene, such as:
- Advise cough and sneeze into bend of arm
- Wash hands often with soap and warm water and use hand sanitizer to the extent possible
- Avoid touching eyes, nose or mouth. Germs spread this way
- Try to avoid close contact with sick people
- Keep areas clean, especially living areas to the extent possible

Food Preparation 🍴

If food preparation is taking place in the CAS, staff who are working within the food preparation area are recommended to follow these practices:

- Use gloves in food preparation if available, if not, wash hands often or use hand sanitizer.
- Use potable water for consumption and in food preparation. This may be in the form of bottled water if water systems are compromised during the incident.
- Separate raw and cooked foods.
- Cook food thoroughly.
- Ensure food is kept within the temperature safety zone (above 140 or below 40 degrees) to the extent possible.
- Ensure food preparation and serving surfaces and equipment are washed using sanitizing procedures to the extent possible.

Should any sort of contagious disease outbreak occur, staff should take the following precautions:

- Continue to promote personal hygiene measures.
- Report any outbreak to the LEOC and medical personnel.
- Request medical assistance as necessary.
- Ask evacuees who feel they may be affected to self-report to shelter staff.
- Working with medical personnel, identify other evacuees who may be affected and speak with them privately.
- Increase the distance between people if possible. When possible, place groups or families in individual rooms or in separate areas of the facilities. Place cots head-to-toe.
- Perform additional environmental cleaning to the extent possible.
- Implement strategies to ensure infection prevention and control during food service.
- Pay special attention to the needs of children. Encourage parents and caregivers to monitor children for symptoms of illness and report immediately medical personnel.
- Isolate staff, evacuees and their caregivers or family members when they are ill if possible. If individual rooms are not available, designate a separate area.

Always:

- Make contact with the LEOC immediately upon activation to ensure coordination with local public health agencies, hospitals, and ambulance services to establish their capabilities for support.
- Have emergency phone numbers in an easily viewable location.

Feeding

The extent of the meal services provided by CAS may vary depending on resources available. At a minimum CAS should be prepared to provide snacks and water for evacuees and staff.

If it is determined that evacuees will remain at the CAS for a brief period of time staff will need to ensure that necessary resources for food service are available.

Possible food services could come from a variety of sources including:
- Red Cross, Salvation Army, or other service organization mass feeding operation
- On site meal preparation
- Meals Ready to Eat (MREs) or shelf stable meals provided by emergency support agencies

In order to plan for and manage the preparation and service of meals and snacks:
- Contact the LEOC immediately to request food and meal supplies.
- Keep accurate records of food and supplies received and used.
- Ensure safe food handling and sanitation practices are adhered to.
- Contact the LEOC to request health department assistance with inspections to ensure regulations are met and guidelines are followed if possible.
- Maintain a 24-hour separate area with snacks (salty and sweet and healthy) if possible.

▶ **Logistics**

The Logistics Chief at the CAS will be a vital component to ensuring the site runs efficiently. The CAS Logistics Section Chief will need to establish contact with the LEOC to notify them of any equipment, supplies, or personnel shortfalls. If the LEOC is not activated or is unable to activate the Logistics Section Chief will need to establish communications with the SEOC as soon as possible. Depending upon the extent of activation, the Logistics Section Chief will need to work with the CAS Manager to determine the types of equipment, supplies, personnel needed. Logistics provides a number of services for opening, running and closing a CAS.

Site Maintenance and Custodial Services

Identify types of maintenance and custodial services that may be needed such as:

- Cleaning services – Ensuring that cleaning supplies are available for use in all areas of the CAS
- Waste removal services
- Grounds and parking lot cleaning
- Maintenance and or repair of heating, ventilation, and air-conditioning (HVAC), plumbing and electrical facilities if necessary or if possible
- Extra cleaning and sanitation supplies

Arrange and contract for services, if needed, using resources from the LEOC and/or sponsoring agency.

The Logistics Chief should work with the CAS Manager to create a procedure for tracking all expenses and commitments for possible reimbursement. Ensure an organized, consolidated, easily referenced system is in place that is secure. Check with LEOC for potential reimbursement opportunities and record requirements, such as:

- Documentation of all expenses
- Types of records to save:
  - Receipts
  - Invoices
  - Staff hours
  - Volunteer hours
  - Contracts
  - Memorandums Of Understandings
  - Incident reports
  - Daily activity and situation report as requested by LEOC

Inventory Management

- Maintain inventory of all CAS supplies and equipment including donations
- Identify and document equipment loaned or rented to the CAS
- Track expenditures of all supplies and equipment

- Not enough supplies:
    - ✓ Maintain a count of supplies and document how quickly the CAS is using them.
    - ✓ Anticipate potential shortages and report what will be needed to the CAS Manager and the LEOC
- Supply overages:
    - ✓ Report any excess supplies to the LEOC as supplies maybe in need elsewhere

Monetary and Material Donations

In the event of a catastrophic incident members of the community may offer donations directly at the CAS. These donations may take the form of food, water, personal hygiene supplies, equipment, and clothing.
All donations of equipment, supplies, and time should be tracked, and a copy of documentation should be sent to the LEOC for their records. It will be important to ensure equitable distribution of donated supplies to the extent possible.

Due to the nature of a catastrophic incident, it is not recommended that on-site staff accept monetary donations due to the accountability, tracking and appearance of accepting payment for services. Shelter staff should be instructed to request that donors send their monetary donations through established systems for non-profit organizations.

Ongoing CAS Operations

CAS Management staff needs to be prepared to expand or contract operations based on the incident. Outlined below are the key tasks required for ongoing CAS operations.

◗ **Reporting**

The purpose of reporting is to provide details on the CAS status and any issues that may be occurring. The CAS Manager is responsible for overall operation of the center. Managing human resources is a key responsibly. CAS Manager duties include development of a staffing plan that defines number of personnel needed, span of control and organization of resources.

Information should be provided in the correct form and reflect the appropriate reporting period. Additionally, the information should be provided according to the deadlines established by the LEOC.

Establish the Reporting Structure

Set up a reporting structure based upon the chain of command. Reporting elements may be delegated to assigned staff to collect data for inclusion in the report for the LEOC.

Create and/or Implement Reporting Tools

Depending upon the incident and the jurisdiction it may be necessary to create reporting tools that will allow the CAS Manager to provide accurate information to the LEOC.

Situation Report – A situation report gives a quick overview of the operations. It can contain situational information for a 24-hour period and aggregate information over the life of the operation. This information should include all essential elements of information:
- Number of evacuees at the CAS
- Number of evacuees staying overnight at the CAS (if applicable)
- Number of persons with medical issues that need immediate medical care
  - ✓ Status of equipment, supplies, personnel for operations
  - ✓ Number of meals/snacks served
  - ✓ Number of hygiene kits distributed
  - ✓ Specific issues/resource needs
  - ✓ Number of pets at the CAS
  - ✓ Estimated time period the CAS will be open

Adjusting Operations to Changing Requirements

The operations of a CAS will shift and change throughout the life of the disaster. Depending upon the severity of the disaster in a jurisdiction the CAS may be a simple transportation collection site, or it may become a temporary shelter while evacuees wait for evacuation routes to open. CAS Management should be proactive in addressing these changes by considering the following information.

Utilizing CAS Resident Leadership

The local community's culture and nature of the disaster will influence the CAS environment. Seek out community leaders who have influence and can assist in identifying local cultural and other evolving evacuee needs.

Occasionally factions within certain populations can create a chaotic environment and stress from the disaster will increase intensity of feelings. Identifying and working with strong leadership who can assist in making difficult decisions on behalf of any of the factions involved should help alleviate any issues as they arise.

By including the general population in the operation of the CAS, they not only assist in determining how the needs in the facility are met, but also help to provide a more positive atmosphere for the evacuees.

Inadequate CAS Space/Overcrowding

Depending upon the size of the selected CAS facility and the needs of the community overcrowding could become an issue. It may be necessary to set up an additional CAS site or expand the current site. Report overcrowding to the sponsoring organization and LEOC.

▶ **Reunification Services**

During a catastrophic disaster individual and/or family members may become separated. There are support services available for reuniting. The CAS will serve as an information reunification center for families.

The CAS Manager should work with registration staff and behavioral health staff to establish a mechanism for family reunification. There are several ways this could be accomplished:

- Ensure that all CAS evacuee records are legible and complete
- Keep a list of evacuees who have been medically evacuated on hand to answer enquiries by family members
- Once systems are operational allow access to online registries and tracking systems

▶ **Transition to Closing**

Demobilization of the CAS should be closely coordinated with the LEOC. The CAS Manager will need to work with the CAS Management Team to ensure that all evacuees have been transported out of the area and the CAS is no longer needed.

Communications

Communication is integral to CAS operations. A specific plan should be developed for tactical communications and public information:

- Tactical Communications – Communications capabilities between command-and-control locations. Includes redundant and interoperable communications equipment.
- Public Information – Communications to the public about the incident and communications to the media.

Tactical Communications

It is vital that the CAS facility establish communications with the LEOC as quickly as possible upon activation. If possible, the CAS Manager may want to appoint a CAS Communications Coordinator to handle all tactical communications in the CAS facility. During a catastrophic incident some forms of communication may not be viable; therefore, the CAS will need to have access to redundant forms of communication. Redundant communications equipment can include:

- Cell Phones
- Internet
- Satellite Phones
- Radio (UHF/VHF)

If the selected CAS facility does not have communications equipment onsite it may be necessary to request communications assistance from the LEOC. Communications equipment for command and control should be placed in a separate room away from open areas to allow for confidential communications.

Communications with the State Mission Essential Task (METs)

- Activate and select desired locations for CASs and ERCs to assist in the transportation and short-term shelter of evacuation-assisted evacuees.
- Seek local jurisdiction coordination to deploy the CAS once desired location is determined.
- Deploy required evacuation transportation assets to CASs for pick-up and transport of evacuees.
- Coordinate with the MCMT to provide mass care, medical, and mental health assistance to evacuees at evacuation facilities. Activate ERCs as needed.
- Implement a system for reporting, at regular intervals, the numbers of shelter spaces available and evacuees in shelters by county.
- Continue reporting for as long as shelters are operational.
- Facilitate employment of mutual aid agreements for accessing

evacuation support, to include transportation assets for those survivors requiring transportation assistance.
- Monitor and coordinate evacuation operations and other situations as these develop.

Public Information for Residents
- Interact with evacuees regularly. Answering questions, quelling rumors, and restating rules are important. This conveys a sense of routine and a transparency that will comfort evacuees.
- Conduct daily briefings with evacuees to ensure that there is a timely and accurate flow of information to evacuees to keep them informed about the disaster and relief operations.
- To the extent possible provide translators/interpreters to support information sharing at daily meetings and updates.
- Maintain bulletin/message boards as a means for disseminating information to the evacuees and update postings throughout the day.
- Conduct an evacuee meeting at the same time every day Communicate pertinent information in order to keep everyone adequately informed.
- Address any issues they may have

Communication with Staff
- CAS Management staff should check-in regularly with CAS staff.
- The CAS Manager should conduct daily/pre-shift staff meetings to ensure information is shared among all staff and volunteers.
- Brief staff on how to work with the media and how to handle media questions/interviews, e.g., speak only to the facts that you know.

Communication with Evacuees

- Provide the following information:
  - ✓ Where to go for transportation assistance and shelter
  - ✓ Function of the CAS facility
  - ✓ What evacuees should bring with them
- It may be necessary to communicate that people bring certain personal belongings, if possible (e.g., blanket, towel, air mattress, pillow, washcloth, prescription medications, durable medical equipment, diapers, food and supplies for infants), since these items may not be immediately available.
- It may be necessary to communicate what will not be permitted in the CAS facility and what will not be transported on buses.

Media

In the days following a catastrophic incident media may be present at CAS sites.

- Balance the media's desire to publicize the disaster response with the privacy rights of the evacuees.
- Post signage requiring all media to check in through the registration desk.
- Notify the CAS Manager and the LEOC if/when media arrive and have a staff member accompany them to explain CAS operations and rules as well as answer questions.
- Monitor the following media related rules:
  - ✓ Do not disturb evacuees during quiet hours or while they are resting by turning on bright lights or doing interviews in the rest area.
  - ✓ Do not take close-up photos or video of people's faces without obtaining written permission.
  - ✓ Do not by-pass the registration check in
  - ✓ Display proper media identification at all times
- Allocate a private area for media interviews away from general population.
- Designate a spokesperson at the facility to answer questions from the media. The spokesperson should answer only questions that pertain to that particular CAS. Staff should direct all media inquiries to the spokesperson so that there is consistent messaging.
- Identify one or two evacuees willing to talk about their experience versus having the media randomly interview people in the facility.

In a catastrophic incident the CAS may receive many evacuees who are injured, need minor to major medical assistance, or have deceased loved ones that need to be transported to morgue operations. Medical staff at the CAS need to be prepared to provide first aid, contact emergency medical responders if needed beyond first aid care.

▶ **Evacuee Triage Non-Sponsored**

As evacuees arrive at the CAS and process through registration, they should also be directed to first responders or the medical station for triage. The triage process will identify if the evacuee has any injuries, illnesses or mental health issues that need to be addressed or monitored. Evacuees with severe injuries or mental health issues should be sent to the local hospital, closest field medical facility if applicable, or monitored in an isolated area until EMS arrives.

▶ **Pharmaceuticals**

Following a catastrophic incident many evacuees may arrive to the CAS without their daily medications. For some evacuees these medications may be life-saving medications that need to be taken on a regular basis. The CAS medical staff may need to be creative in the procurement of pharmaceuticals until supplies arrive at the area.

Ways to procure, handle, store medications….
- Work with local physicians to complete the prescriptions needed.
- Work with local pharmacies and pharmacists to provide medications as needed.
- Work with local hospitals and healthcare clinics to provide scripts and medications.
- Contact LEOC, who will then contact SEOC to indicate unmet prescription needs.

Medical Records

Retain documents in a safe and secure environment. Documentation may include:

- Triage records
- Pharmaceutical charts

Successful operations rely on the coordinated performance of 7 separate functions. Including:

- **CAS Management**: Provide administrative support and supervision for all functions in the facility. Ensure that the evacuees' needs are being met.
- **Registration**: Ensure that all evacuees are greeted and registered upon arrival. Maintain system for checking evacuees in and out when they leave for any period of time. Manage the system of record keeping.
- **Transportation:** Identify, secure and manage transportation resources and develop a process flow for moving sponsored evacuees on to the CAS
- **Feeding**: Supervise the food preparation and service in the CAS. Ensure that the needed supplies for the food service are available. Keep accurate records of food and supplies received and expended.
- **Dormitory Management**: Set up sleeping areas. Ensure that evacuees have assigned areas for sleeping. If applicable, coordinate placement of cots and blankets in area. Monitors the dormitory area to maintain a safe and quiet area to sleep/rest.
- **Staff Recruitment**: Recruit, place, and support staff assigned to the CAS. Provide opportunities to evacuees to serve as volunteers in the EAS. Maintain records of all workers that assist with operation (including name, address, and phone number).
- **Logistics**: Provide support for the use of the facility. Ensure the safety, security, and sanitation for the EAS. Procure, store, and distribute supplies and equipment.
- **Health and Mental Health**: Provide quality health services and ensure public health standards are met.
- **Security**: Provide for the safety and well-being of evacuees and staff in the EAS facility.
- **Communications**: Establish redundant and interoperable communications capability between the EAS and command and control.

Using the Checklists

A checklist has been developed for each of the functions listed above. The checklists can be used as:

- Training tools. (See the "Coaching Materials" section for more information on training using checklists).
- Ongoing checklists for each function.

NOTE: Consider making copies of each Checklist to provide to staff members during their shifts or post Checklists in functional areas as reminders for staff.

CAS Manager Checklist

Provide administrative support and supervision for all functions in the CAS. Ensure that the evacuees' needs are being met.

Opening

- Determine scope of CAS services based on coordination with the Local Mass Care Coordinator and the LEOC
- Survey and layout the space plan for the CAS
- Complete site review and seismic inspection
- Brief and organize staff
- Ensure staff understands procedures for handling household pets, support for people who requiring access or functional support, service animals and other key issues
- Assign staff to the following positions and initial tasks:
- Logistics: Assist with location of a facility or request soft-sided shelters from the LEOC. Put up CAS identification (outside and inside as appropriate) so evacuees can find the facility
- Transportation: Identify and secure local transportation resources
- Health and Mental Health Services: Set up the health and mental health services area and determine immediate supply requirements and prepare to do health screening and basic first aid for incoming evacuees
- Staffing: Ensure that all staff are registered, properly identified and evaluate staffing needs for the next 48-72 hours
- Registration: Set up Registration intake and waiting areas, including Health and Mental Health areas
- Feeding: Work with the Local Mass Care Coordinator to find food and water for evacuees and determine when and how first meal will be served

CAS Manager Checklist — *Continued*

- ☐ Coordinate request of additional personnel.
- ☐ Coordinate with Logistics to obtain needed equipment and supplies
- ☐ Meet with Feeding staff to discuss feeding options
- ☐ Establish a reporting system

- ☐ ***Ongoing***
- ☐ Conduct shift change briefing with the shift supervisor to share issues from the previous shift
- ☐ Maintain regular (at least daily) communications the LEOC:
  - ☐ Provide daily report
  - ☐ Discuss problems and support needs
  - ☐ Relay plans for EAS future operations
  - ☐ Status of over-all disaster response, including any potential issues or secondary hazards that might impact operations
- ☐ Evaluate security requirements and place support requests
- ☐ Hold regularly scheduled meetings with evacuees:
  - ☐ Communicate pertinent information
  - ☐ Provide rumor control
  - ☐ Provide information on transportation assistance and/or road conditions for evacuation (as provided by the LEOC)
- ☐ Work with media (if applicable):
  - ☐ Obtain evacuee permission for media involvement
- ☐ Hold regularly scheduled meetings with staff
- ☐ Oversee shift assignments for staff as needed
- ☐ Monitor operations by regularly walking through the facility including these areas:
  - ☐ Registration area
  - ☐ Food preparation and serving areas
  - ☐ Shelter area
  - ☐ Other areas of facility including restrooms and exterior
- ☐ Ensure evacuee needs and health standards are being met

▶ **CAS Manager Checklist — *Continued***

☐ Update all contact information regularly (phone numbers, email, radio frequency):
   ☐ Sponsoring organization or agency POC
   ☐ LEOC
   ☐ CAS Staff
   ☐ Health services contacts

Closing

☐ Discuss plans for closing the CAS with the LEOC
☐ Discuss closing plans with CAS staff
☐ Identify borrowed, misplaced or broken equipment
☐ Clean facility thoroughly (if applicable)
☐ Remove EAS signage
☐ Submit all paperwork to LEOC for retention, including:
   ☐ Registration Forms
   ☐ Staff contact information
   ☐ Purchasing records
   ☐ Copies of activity logs, invoices and reports
   ☐ Incident reports
   ☐ Contracts

Registration Checklist

The registration supervisor and workers are responsible for ensuring that persons entering and leaving the CAS go through the registration process. Complete, legible, and accurate information about the evacuees is needed.

Opening

☐ Set up registration table near entrance. Welcome those entering and answer any questions

☐ Provide enough registration tables to handle the number of evacuees within a reasonable period of time

☐ Post registration signage at the registration area

☐ Be prepared for large crowds
  ☐ Use only one entrance, if possible
  ☐ Position staff at other entrances to direct evacuees
  ☐ **DO NOT BLOCK fire exits**
  ☐ Use a registration form provided by the LEOC (Salamander RAPIDTAG EVAC) In the event Salamander RAPIDTAG EVAC is unavailable, use **only one form per family evacuee**. This allows for confidentiality and assists with record maintenance

☐ Refer these individuals to a Health Service staff member:
  ☐ Ill or injured person
  ☐ Any individuals on special medications
  ☐ Any individuals with special diets
  ☐ Any individuals who claim to have formal medical training
  ☐ People who require/request functional support or who may be medically fragile (e.g., mother with an infant or someone just released from the hospital)

> **NOTE**: It is recommended that a Health Services staff member work at the registration table.

☐ Remind evacuees they are expected to "sign out" at the registration desk before boarding buses for ERC

▶ Registration Checklist – *Continued*

Ongoing

☐ Sign in new incoming evacuees, track and provide new registration information to the Shelter Manager and LEOC

☐ Place signs at all exits to remind those leaving the CAS to go to the registration desk and sign out

☐ Provide general evacuee information

☐ Sign in and escort official visitors, including the media, to the CAS Manager (if applicable)

Closing

☐ Ensure that registration forms are forwarded to the appropriate location, as instructed by the CAS Manager

Transportation Checklist

The Transportation staff identifies and secures local transportation resources, oversee transportation staging and loading areas and establish the process flow for receiving, unloading/loading, and dispatching buses of sponsored evacuees.
The transportation staff also oversees parking of, and transportation services provided for self-evacuees.

Opening

- Meet with CAS Manager to discuss requirements and scope of services for sponsored and self-evacuees
- Work with LEOC to identify and secure local transportation resources to support sponsored evacuation
- Survey and layout the space plan for the transportation area, including areas for:
  Transportation resource arrival and unloading
  (Coordinate with logistics staff for material resource disposition)
  Bus parking
  Self-evacuee parking
  Self-evacuee services including fueling, information and emergency supply distribution
       Bus loading and dispatch
- Establish process flow for movement of evacuees from reception to loading/departure
- Establish crowd control for evacuees waiting to load
- Post relevant signage in transportation areas

Ongoing

- Continue to receive, unload, load and dispatch buses or other transportation
- Keep records:
  - o Maintain lists of all local transportation resources obtained
  - o Keep receipts of all expenses incurred
  - o Record any damage to transportation resources and to the facility
- Maintain regular reporting rhythm with EAS Manager
- Identify and address transportation problems as they arise

Closing

- Communicate disposition of local transportation resources with CAS Manager
- Forward any and all paperwork to the appropriate location

Feeding Checklist

The Feeding staff advises Logistics and the CAS Manager of what food and supplies are needed; monitors the preparation and serving of food; keeps accurate records of meals served, food and supplies received and expended, and if requested, records the hours of food preparation and serving staff.

Opening

- ☐ Discuss the following with your CAS Manager:
  - ☐ Meal schedules
  - ☐ Menus
  - ☐ Procedures for obtaining food and supplies
- ☐ Establish a beverage and snack canteen if possible
- ☐ Determine when the first meal will be needed
- ☐ Inventory the facility's food and feeding support supplies such as paper towels, plastic and paper utensils, coffee
- ☐ Ensure all staff is briefed on safe food handling procedures and they are provided with required gloves and hair nets if available
- ☐ Plan menus based on these considerations:
  - ☐ Availability of food
  - ☐ Convenience of procurement and preparation
  - ☐ Religious and cultural concerns
  - ☐ Dietary restrictions of shelter residents
- ☐ Locate dining area near the serving area
  - ☐ Set up tables and chairs
  - ☐ Arrange tables and chairs to accommodate the maximum number of people expected to be served at one time
  - ☐ Post signs communicating information such as mealtimes, clean up requests, and food restrictions in the dormitory area
- ☐ Evaluate staffing needs:
  - ☐ Plan staffing levels to accommodate a timely, efficient meal service
  - ☐ Speak with the EAS Manager if more feeding/ food preparation or serving staff is required

Feeding Checklist – *Continued*

- ☐ Consider the following food service staffing:
  - ☐ Kitchen and logistics supervisor
  - ☐ Cook and helpers
  - ☐ Food service workers
  - ☐ Dish washers
  - ☐ Clean-up Crew
- ☐ Review local health codes and/or contact local health department for assistance and guidance if available

Ongoing

- ☐ Establish a work schedule and assign shifts as necessary
- ☐ Ensure staff are assigned to and briefed on their specific duties
- ☐ Keep menus simple
- ☐ Ensure there is enough food for everyone, and that food is not wasted
- ☐ Monitor food temperatures and safe food handling procedures
- ☐ Ensure all food is eaten in the food service area and is not taken into other areas of the facility (particularly the dormitory area)
- ☐ Keep records:
  - ☐ Maintain lists of all inventories obtained
  - ☐ Keep receipts of all expenses incurred
  - ☐ Record any breakage of the facility's equipment for replacement at closing
- ☐ Ensure that food areas are kept clean and sanitary
- ☐ Monitor usage levels to adjust orders and inventory levels as the feeding requirements change
- ☐ Keep the EAS Manager informed of the status of your food operation. Report any problems or needs

Closing

- ☐ Determine when the last meal will be served
- ☐ Discuss the disposition of excess food and supplies with the EAS Manager.
- ☐ Ensure the kitchen and food service area is clean and restored to its pre-disaster condition (if applicable)

Rest/Shelter Checklist

Staff is responsible for setting up and assigning rest areas within the quite area. Additionally, the staff coordinates with Logistics or the CAS Manager for blankets, and hygiene kits. Staff will also monitor the rest area to maintain a safe and quiet environment for evacuees to rest. *There may be a need for the rest area to turn into short term shelters, depending upon the evacuation process, so the CAS Manager may need to create a short term shelter area as well.*

Opening

- ☐ Designate space within the facility for a dormitory area. Allocate separate spaces for:
  - ☐ Families
  - ☐ Single women
  - ☐ Single men
  - ☐ Other special groupings
- ☐ Consider items unique to the event. Evacuees may need to be placed into confined areas with less than 20 square feet per person until evacuated out of the area
- ☐ Ensure the building is ADA compliant, allowing access and movement through the building to all individuals to the extent possible and make modifications to improve accessibility where feasible and necessary
- ☐ Work with Logistics or the CAS Manager to procure blankets and cots, pillows, towels and hygiene items
- ☐ Set up cots and distribute blankets, pillows, towels and hygiene items

> **NOTE**: It is recommended that 40 square feet of space be allocated per resident in the rest area if applicable

Rest/Shelter Area Checklist – *Continued*

Ongoing

- ☐ Communicate to evacuees that personal items are the responsibility of the individual
- ☐ Post rules in appropriate languages within the rest area and monitor the dormitory to ensure rules are being followed
- ☐ Post the "lights out" and "quiet hours" schedule within the rest area
- ☐ Arrange for dim lighting during sleeping times
- ☐ Coordinate with security personnel to ensure that security staff circulate throughout the shelter during quiet hours
- ☐ Control all equipment using standard inventory techniques.
- ☐ Communicate that evacuees are expected to help keep the dormitory area clean
- ☐ Coordinate with Health staff to monitor evacuees for potential health issues

Closing

- ☐ Determine disposition of all equipment in conjunction with CAS Manager.
- ☐ Take down and clean equipment (chairs, blankets, etc.) as required
- ☐ Return equipment as requested by the CAS Manager.
- ☐ Clean the rest area, returning it to a pre-disaster condition if necessary
- ☐ Remove all signage

Staffing Checklist

To ensure proper staffing levels, it is important to anticipate the workload and staff availability. Individuals assigned to ensure proper staffing levels will coordinate with the EAS Manager and supervisors to recruit, train, assign and release employees and volunteers.

Opening

- ☐ Consult with the CAS Manager and other supervisors to determine each function in the CAS. List:
    - ☐ Tasks to be performed and expectations
    - ☐ Skills needed
    - ☐ Hours required daily
- ☐ Prepare a daily schedule for each function that includes the:
    - ☐ List of tasks to be performed
    - ☐ Number of staff needed
    - ☐ Schedule of times for tasks to be performed
- ☐ Post daily staff sign in sheets to log individual work times
- ☐ Secure a staffing workspace that:
    - ☐ Is easily accessible to staff
    - ☐ Can be used as a sign-in, interviewing, and orientation area

Ongoing

- ☐ Survey the local population for possible staff. Look for people with the type of skills and abilities needed to fill various CAS positions.
- ☐ Keep a daily record of all CAS volunteers.
    - ☐ Maintain the volunteer's name, address, and phone number
    - ☐ Note if the volunteer was also an evacuee
    - ☐ Maintain a log of the volunteer's date/hours worked
- ☐ Ask the CAS Manager what statistics will be needed for the daily report. Track and provide this information consistently.

Logistics Checklist

Logistics personnel have a variety of important tasks to perform to ensure proper EAS operations. These tasks include supporting the use of the facility; ensuring the safety, security, and sanitation for the site; and procuring, tracking, storing, and distributing supplies and equipment at the facility.

Opening

- ❒ Conduct a quick inspection of the facility. Note the:
    - ❒ Damage due to the disaster
    - ❒ General condition of the areas to be used
    - ❒ Potential hazard areas

- ❒ Inventory and establish security for the facility's supplies and equipment
- ❒ Prepare the facility for operations
- ❒ Place signage inside and outside the building
- ❒ Support the equipment/furniture placement in the following areas:
    - ❒ Waiting area
    - ❒ Registration
    - ❒ Health and Mental Health Services
    - ❒ Dormitory
    - ❒ Food serving area
    - ❒ Staff area
    - ❒ EAS Manager's Office
    - ❒ Supply Storage
- ❒ Discuss with the CAS Manager:
    - ❒ Building security (coordinate with Security)
    - ❒ ADA compliance
    - ❒ Financial authority
    - ❒ Process for requesting needed items
    - ❒ Shower/bathing facilities, if applicable
    - ❒ Extra restrooms/toilet facilities, if needed

Closing

- ❒ Provide all records needed for retention to the LEOC
- ❒ Ensure staff and volunteers are evacuated out of the impact zone once release

Logistics Checklist – *Continued*

Ongoing

- ☐ Conduct routine rounds of the facility including:
    - ☐ Perimeter walks
    - ☐ Interior walks
- ☐ Conduct safety inspections:
    - ☐ Kitchens
    - ☐ Registration Area
    - ☐ Transportation Area
    - ☐ Storage areas
    - ☐ Food staging areas
    - ☐ Dining areas
    - ☐ Restrooms
    - ☐ Entrances and Exits
    - ☐ Dormitory areas
    - ☐ Health and Mental Health Service areas
- ☐ Coordinate with other functions on supply needs
- ☐ Take steps to resolve any facility or supply problems
- ☐ Consult with the food preparation supervisor about food sanitation arrangements
- ☐ Discuss waste removal and pick-up arrangements with the LEOC and sponsoring organization or agency
- ☐ Order supplies necessary to ensure proper sanitation and personal hygiene from the LEOC
- ☐ Keep records of expenses

Closing

- ☐ Return all borrowed or rented equipment to owners
    - ☐ Submit a list of returned items to your CAS Manager
- ☐ Return the facility to its pre-disaster condition if applicable
    - ☐ Clean the facility
    - ☐ Remove signage inside and outside
- ☐ Conduct a final inspection of the building
    - ☐ Discuss any additional follow-up needed with the LEOC and sponsoring organization or agency

Health and Mental Health Checklist

To the extent possible basic health and mental health services should be made available to ensure that evacuees' basic health needs and applicable public health standards are met. Evacuees may present with minor injuries related to the disaster. Major injuries should be referred to emergency medical responders or local hospital if still functional.

Opening

☐ Obtain contact information for emergency medical responders and discuss potential Health and Mental Health needs and resources for the CAS with the LEOC

☐ Conduct an initial health and mental health screening with each family member and make appropriate referral if necessary

☐ Identify evacuees with medical training and enlist assistance as appropriate

Ongoing

☐ Arrange to meet the anticipated needs of all shelter residents, including:
  - ☐ Infants
  - ☐ Elderly
  - ☐ Occupants with functional needs

☐ Discuss needed medical coverage with the LEOC

☐ Note individuals with communicable diseases (i.e., flu, lice) and discuss appropriate interventions with the CAS Manager

☐ Note individuals with preexisting health challenges

☐ Monitor individuals on medications and provide secure storage for these medications

☐ Ensure 24-hour medical coverage at the CAS, coordinate with the LEOC

☐ Ensure health/ medical records are properly documented and securely maintained

Closing

☐ Transfer health/ medical records to the LEOC

☐ Return supplies and equipment

Security Checklist

To ensure the safety of evacuees and CAS staff a security team should be identified for the CAS site. The security staff should secure the building prior to evacuee arrival, monitor security during CAS operations and direct traffic and staging of evacuation vehicles. Security should be coordinated with the LEOC and law enforcement partners.

Opening
☐ Obtain contact information for local law enforcement and discuss resources and needs for security operations
☐ Do an initial walk-through of the facility to secure the building and perimeter
☐ Identify parking areas and vehicle staging areas for buses and clearly mark
☐ Obtain situational awareness about status of evacuation routes and transportation assistance

Ongoing
☐ Conduct routine rounds of the facility including:
  ☐ Perimeter walks
  ☐ Interior walks
☐ Monitor traffic and bus staging
☐ Assist with disruptions in the EAS as they arise
☐ Follow guidance of local law enforcement for use of force
☐ Coordinate with local law enforcement and security response agencies in the impact zone as needed
☐ Monitor safety of evacuees and staff during loading of buses for evacuation

Closing
☐ Do a final walk-though of the facility to ensure it is clear
☐ Coordinate with local law enforcement and the LEOC for demobilization
☐ Forward and records or incident reports to the LEOC

Communications Checklist

Communications will be vital to CAS operations. During a catastrophic incident primary communications system may be unavailable. Therefore, a strong communications coordinator for the EAS will be key.

Opening

- ☐ Assess the communications capabilities present in the selected facility
- ☐ Initiate communications contact with the LEOC
- ☐ Request additional communications equipment for the LEOC as needed
- ☐ Develop a list of contact numbers, emails, and radio frequencies for CAS contacts

Ongoing

- ☐ Ensure communications equipment is working
- ☐ Assist with reporting efforts to the LEOC
- ☐ Monitor media reports and situational reports from the LEOC and provide updates to the EAS Manager
- ☐ Assist with public information efforts as requested
- ☐ Provide communications assistance to CAS staff if they need to contact response partners outside the impact zone
- ☐ Assist with evacuee tracking, reunification, and inquiries about missing persons

Closing

- ☐ Return all borrowed or rented communications equipment to owners
  - ☐ Submit a list of returned items to your CAS Manager
- ☐ Submit all reports and documentation to the LEOC

Coaching Aids

The following coaching aids are provided to assist EAS Managers and their designees in quickly training staff.

Preparing to Train

- ☐ Gather needed materials:
  - ☐ CAS Field Guide
  - ☐ Red Cross Shelter Field Guide
  - ☐ Copy of position Checklist
  - ☐ Copy of position Coaching Aid
  - ☐ CAS Forms (contact the LEOC for NMETS forms or other forms specific to the disaster)
- ☐ Review the sections specified in the Coaching Aid
- ☐ Review the position Checklist
- ☐ Pre-identify items you want to demonstrate for the trainee and the materials that will be needed
- ☐ **Self-Study** – Have trainee review those areas of the CAS Field Guide identified on the Coaching Aid
- ☐ **Discuss** – Use the **Discussion Points** on the Coaching Aid to discuss position-relevant information with the trainee
- ☐ **Demonstrate** – Demonstrate the tasks you wish the trainee to complete
- ☐ **Observe** – Observe the trainee completing tasks. Provide guidance and assistance if needed
- ☐ **Reinforce** – Reinforce the training concepts by answering any questions the trainee may have

CAS Management Coaching Aid

Self-Study

☐ Have trainee review the following sections of the CAS Field Guide:
- ☐ Introduction
- ☐ Before Opening an CAS
- ☐ Opening an CAS
- ☐ Ongoing EAS Operations
- ☐ Communications
- ☐ Security
- ☐ Checklists

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening An CAS

- ☐ The fundamental objectives of CAS operations
- ☐ The first three steps in opening an CAS
- ☐ Items to consider when determining the layout
- ☐ Rules
- ☐ Staffing recommendations
  - ☐ Discuss use of evacuee volunteers to augment staff
  - ☐ Discuss handling staffing overages/shortages
  - ☐ Discuss staffing template
- ☐ Material resources/logistics
- ☐ Safety and security
- ☐ Functional needs support services
  - ☐ Discuss how functional needs will be met
  - ☐ Discuss policy/procedure regarding service animals and household pets

Opening An CAS

- ☐ Registration process
- ☐ Policy/procedure for unaccompanied minors
- ☐ Policy/procedure for registered sex offenders
- ☐ Policy/procedure for homeless population
- ☐ Policy/procedure for privacy and information sharing
- ☐ Policy/procedure for transportation of evacuees (prioritization of evacuations, keeping families together, etc.)

▶ **CAS Management Coaching Aid –** *continued*

☐ Daily management of registration; dormitory management; health and mental health services; food services; logistics
☐ Communications

Ongoing CAS Operations
☐ Reporting structure and tools
☐ Reunification services
☐ Transportation and evacuation

Transition for Closing
☐ Discuss the operations periods and evacuation schedule if available

Closing the CAS
☐ CAS closing considerations
☐ Document retention

Demonstrate
☐ Refer to the pre-identified items you selected to demonstrate for the trainee
☐ Demonstrate these processes. Suggested processes for the EAS Manager could include:
   ☐ Operating communications equipment
   ☐ Preparing a staffing checklist
   ☐ Reviewing expenditures
   ☐ Reporting CAS status to the LEOC
☐ Ensure the trainee feels confident completing each of the selected tasks
☐ Respond to any questions the trainee may have
☐ Review the EAS Management Checklist with the trainee. Provide copies for the trainee to use

Observe
☐ Have the trainee shadow you during a shift
☐ Allow the trainee to complete tasks and observe his/her performance
☐ Provide assistance as needed and answer any questions

◗ CAS Management Coaching Aid – *continued*

Reinforce

- ❐ Remember every individual learns at his/her own pace.
- ❐ Reinforce learning by:
    - ❐ Encouraging the trainee to ask questions.
    - ❐ Being available to answer questions and demonstrate tasks.
    - ❐ Explaining the policies and procedures, local/state laws, or other guidance that governs policy and decision-making within the CAS.

▶ **Registration Coaching Aid**

Self-Study

Have the trainee review the following sections of the CAS Field Guide:

- ☐ Introduction
- ☐ Before Opening an CAS
  - ☐ Site Layout and Setup
  - ☐ Sample CAS Floor Plan
  - ☐ Sample Table of Organization
- ☐ Opening an CAS Facility
  - ☐ Activation
  - ☐ Registration
  - ☐ Monetary and Material Donations
- ☐ Ongoing CAS Operations
  - ☐ Reunification Services
  - ☐ Transition to Closing
- ☐ Checklists
  - ☐ Registration Checklist

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening An CAS

- ☐ Policies and procedures pertaining to registering upon entering the facility
- ☐ Security issues at registration

Opening An CAS

- ☐ Policy/procedure for:
  - ☐ Service animals and household pets
  - ☐ Unaccompanied minors
  - ☐ Registered sex offenders
  - ☐ Privacy and information sharing
  - ☐ Monetary and material donations
- ☐ Communications
- ☐ Public Information for evacuees

Ongoing CAS Operations

- ☐ Required reporting
- ☐ Shelter ingress and egress policies
- ☐ Evacuation and transportation situation

Transition for Closing
- ☐ Tracking evacuees as the leave the CAS
- ☐ Documentation maintenance

Closing the CAS
- ☐ Returning registration materials
- ☐ Returning the area to its previous condition
- ☐ Document retention

Demonstrate
- ☐ Refer to the pre-identified items you selected to demonstrate for the trainee
- ☐ Demonstrate these processes. Suggested processes for registration could include:
    - ☐ Completing a registration form (NMETS form or other disaster specific form)
    - ☐ Storing the registration form in a safe place
    - ☐ Developing a population report
    - ☐ Handling sensitive situations such as unaccompanied minor, registered sex offender
    - ☐ Handling service animals
    - ☐ Handling household pets
- ☐ Ensure the trainee feels confident completing each of the selected tasks
- ☐ Respond to any questions the trainee may have
- ☐ Review the Registration Checklist with the trainee. Provide copies for the trainee to use

Observe
- ☐ Have the trainee shadow you during a shift
- ☐ Allow the trainee to complete tasks and observe his/her performance
- ☐ Provide assistance as needed and answer any questions

▶ **Registration Coaching Aid – *Continued***

Reinforce
- ☐ Remember every individual learns at his/her own pace
- ☐ Reinforce learning by:
    - ☐ Encouraging the trainee to ask questions
    - ☐ Being available to answer questions and demonstrate tasks
    - ☐ Explaining the policies and procedures, local/state laws, or other guidance that governs registration policy within the CAS

Feeding Coaching Aid

Self-Study
Have the trainee review the following sections of the CAS Field Guide:
- ☐ Introduction
- ☐ Before Opening a Shelter
  - ☐ Determine the Scope of Shelter Services Needed
  - ☐ Site Layout and Setup
- ☐ Opening an CAS
  - ☐ Activation
  - ☐ Health and Mental Health
  - ☐ Feeding
- ☐ Ongoing CAS Operations
  - ☐ Transition to Closing
  - ☐ Closing Schedule
  - ☐ Document Retention
- ☐ Checklists
  - ☐ Food Preparation Checklist

Discussion Points
Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening An CAS
- ☐ Meal schedules
- ☐ Special dietary needs
- ☐ Cultural preferences
- ☐ Food service staff

Opening An CAS
- ☐ Food and supply inventory
- ☐ Food and supply ordering

Ongoing CAS Operations
- ☐ Required reporting
- ☐ Food service rules for evacuees

Feeding Coaching Aid – *Continued*

Transition for Closing
- ☐ Discuss any information needed from food service in order to make closing determination

Closing the CAS
- ☐ Returning food service supplies and equipment
- ☐ Determining disposition of food stuffs
- ☐ Returning the area to its previous condition
- ☐ Document retention

Demonstrate
- ☐ Refer to the pre-identified items you selected to demonstrate for the trainee
- ☐ Demonstrate these processes. Suggested processes for food service could include:
  - ☐ Menu preparation
  - ☐ Meal preparation
  - ☐ Meal service
  - ☐ Inventory
  - ☐ Ordering
  - ☐ Equipment maintenance
  - ☐ Record keeping
- ☐ Ensure the trainee feels confident completing each of the selected tasks
- ☐ Respond to any questions the trainee may have
- ☐ Review the Feeding Checklist with the trainee. Provide copies for the trainee to use

Observe
- ☐ Have the trainee shadow you during a shift
- ☐ Allow the trainee to complete tasks and observe his/her performance
- ☐ Provide assistance as needed and answer any questions

▶ Feeding Coaching Aid – *Continued*

Reinforce
- ☐ Remember every individual learns at his/her own pace
- ☐ Reinforce learning by:
    - ☐ Encouraging the trainee to ask questions
    - ☐ Being available to answer questions and demonstrate tasks
    - ☐ Explaining the policies and procedures, local/state laws, or other guidance that governs food preparation and food service policy

Rest/Shelter Area Coaching Aid

Self-Study

Have the trainee review the following sections of the CAS Field Guide:

- ☐ Introduction
- ☐ Before Opening an CAS
  - ☐ Site Layout and Set-Up
- ☐ Opening an CAS
  - ☐ Activation
  - ☐ Rest Area Management
- ☐ Ongoing CAS Operations
  - ☐ Transition to Closing
  - ☐ Closing Schedule
  - ☐ Document Retention

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening An CAS

- ☐ Setting up Rest Area
- ☐ Rest Area rules
- ☐ Personal hygiene/comfort items
- ☐ Rest Area staff

Opening An CAS

- ☐ ADA compliance
- ☐ Assigning space within the dormitory
- ☐ Functional and access needs

Ongoing CAS Operations

- ☐ Rest Area rules
- ☐ Security
- ☐ Required reporting

► Rest/Shelter Area Coaching Aid – *Continued*

Transition for Closing
- ☐ Discuss triggers that could signal it is time to close the CAS
- ☐ Discuss any information needed from the rest area in order to make a closing determination

Closing the CAS
- ☐ Returning supplies and equipment
- ☐ Returning the area to its previous condition
- ☐ Document retention

Demonstrate
- ☐ Refer to the pre-identified items you selected to demonstrate for the trainee
- ☐ Demonstrate these processes. Suggested processes for the dormitory could include:
  - ☐ Setting up cots
  - ☐ Inventory management
  - ☐ Maintaining a clean dormitory
  - ☐ Equipment maintenance
  - ☐ Record keeping
- ☐ Ensure the trainee feels confident completing each of the selected tasks
- ☐ Respond to any questions the trainee may have
- ☐ Review the Dormitory Checklist with the trainee. Provide copies for the trainee to use

Observe
- ☐ Have the trainee shadow you during a shift
- ☐ Allow the trainee to complete tasks and observe his/her performance
- ☐ Provide assistance as needed and answer any questions

Rest/Shelter Area Coaching Aid – Continued

Reinforce

☐ Remember every individual learns at his/her own pace
☐ Reinforce learning by:
    ☐ Encouraging the trainee to ask questions.
    ☐ Being available to answer questions and demonstrate tasks.
    ☐ Explaining the policies and procedures, local/state laws, or other guidance that governs dormitory management policy

Staff Recruitment Coaching Aid

Self-Study

Have the trainee review the following sections of the CAS Field Guide:

- ☐ Introduction
- ☐ Before Opening an CAS
    - ☐ Site Layout and Setup
    - ☐ Staffing
- ☐ Opening an CAS
    - ☐ Activation
    - ☐ Transition to Closing
- ☐ Ongoing CAS Operations
    - ☐ Document Retention
- ☐ Checklists
    - ☐ Staffing Checklist

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening An CAS

- ☐ Staffing requirements
- ☐ Recruitment possibilities
- ☐ Policies and procedures

Opening An CAS

- ☐ Staff schedule for each function
- ☐ Recruitment

Ongoing CAS Operations

- ☐ Maintaining the staff schedule
- ☐ Maintaining log of volunteer hours worked
- ☐ Addressing staff issues
- ☐ Reporting

Staff Recruitment Coaching Aid – *Continued*

Transition for Closing
- ☐ Discuss triggers that could signal it is time to close
- ☐ Discuss any information needed from staffing in order to make closing determination

Closing the CAS
- ☐ Returning supplies and equipment
- ☐ Returning the area to its previous condition
- ☐ Document retention

Demonstrate
- ☐ Refer to the pre-identified items you selected to demonstrate for the trainee
- ☐ Demonstrate these processes. Suggested processes for staffing could include:
  - ☐ Staff and Volunteer orientation
  - ☐ Staff documentation and records
  - ☐ Volunteer hours worked
  - ☐ Disciplinary actions
  - ☐ Incident reporting
  - ☐ Recruitment
  - ☐ Scheduling
  - ☐ Other Record Keeping
- ☐ Ensure the trainee feels confident completing each of the selected tasks
- ☐ Respond to any questions the trainee may have
- ☐ Review the Staffing Checklist with the trainee. Provide copies for the trainee to use

Observe
- ☐ Have the trainee shadow you during a shift
- ☐ Allow the trainee to complete tasks and observe his/her performance
- ☐ Provide assistance as needed and answer any questions

▶ **Staff Recruitment Coaching Aid – *Continued***

Reinforce

☐ Remember every individual learns at his/her own pace
☐ Reinforce learning by:
  ☐ Encouraging the trainee to ask questions
  ☐ Being available to answer questions and demonstrate tasks
  ☐ Explaining the policies and procedures, local/state laws, or other guidance that governs staffing policy

Logistics Coaching Aid

Self-Study

Have the trainee review the following sections of the CAS Field Guide:

- ☐ Introduction
- ☐ Before Opening an CAS
  - ☐ Site Selection
  - ☐ Evacuation Routes
  - ☐ Site Layout and Set up
  - ☐ Logistics
  - ☐ Safety and Security
  - ☐ Fire Safety and Structural Integrity
- ☐ Opening an CAS
  - ☐ Activation
  - ☐ Logistics
- ☐ Ongoing CAS Operations
  - ☐ Transportation
  - ☐ Transition to Closing
- ☐ Communication
- ☐ Checklists
  - ☐ Logistics Checklist

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening An CAS

- ☐ Conducting a site review and structural integrity assessment
- ☐ Site layout and set-up
- ☐ Initial Inventory
- ☐ Policies and procedures

Opening An CAS

- ☐ Facilities maintenance
- ☐ Inventory control
- ☐ Procurement
- ☐ Financial authorities

▶ **Logistics Coaching Aid – *Continued***

Ongoing CAS Operations
- ☐ Inventory control
- ☐ Ongoing procurement
- ☐ Ongoing financial authorities
- ☐ Facilities maintenance
- ☐ Safety and security

Transition for Closing
- ☐ Discuss triggers that could signal it is time to close
- ☐ Discuss any information needed from logistics in order to make a closing determination

Closing the CAS
- ☐ Returning supplies and equipment
- ☐ Returning the area to its previous condition
- ☐ Document retention

Demonstrate
- ☐ Refer to the pre-identified items you selected to demonstrate for the trainee
- ☐ Demonstrate these processes. Suggested processes for logistics could include:
  - ☐ Inventory control
  - ☐ Procurement
  - ☐ Facilities maintenance
  - ☐ Safety and security
  - ☐ Other Record Keeping
- ☐ Ensure the trainee feels confident completing each of the selected tasks
- ☐ Respond to any questions the trainee may have
- ☐ Review the Logistics Checklist with the trainee. Provide copies for the trainee to use

> **Logistics Coaching Aid – *Continued***

Observe
- ☐ Have the trainee shadow you during a shift
- ☐ Allow the trainee to complete tasks and observe his/her performance
- ☐ Provide assistance as needed and answer any questions

Reinforce
- ☐ Remember every individual learns at his/her own pace.
- ☐ Reinforce learning by:
  - ☐ Encouraging the trainee to ask questions
  - ☐ Being available to answer questions and demonstrate tasks
  - ☐ Explaining the policies and procedures, local/state laws, or other guidance that governs logistics policy

▶ **Health and Mental Health Services Coaching Aid**

Self-Study

Have the trainee review the following sections of the CAS Field Guide:

- ☐ Introduction
- ☐ Before Opening an CAS
    - ☐ Determine the Scope of Services Needed
    - ☐ Site Layout and Set up
    - ☐ Functional Needs Support Services
- ☐ Opening an CAS
    - ☐ Activation
    - ☐ Registration
    - ☐ Health and Mental Health
- ☐ Ongoing CAS Operations
    - ☐ Reunification Services
    - ☐ Transition to Closing
- ☐ Checklists
    - ☐ Health and Mental Health Services Checklist

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening An CAS

- ☐ Scope of CAS Operations/FNSS Requirements
- ☐ Policies and procedures

Opening An CAS

- ☐ Health and mental health policies
- ☐ Emergency medical support contact information
- ☐ Assessing the evacuees

Ongoing CAS Operations

- ☐ Accommodating functional/access needs
- ☐ Providing for special dietary requirements
- ☐ Preventing the spread of communicable disease
- ☐ Ensuring the security of medical records and medications
- ☐ Monitoring the health of the evacuees
- ☐ Maintaining 24-hour medical consultation
- ☐ Record keeping

Health and Mental Health Services Coaching Aid – *Continued*

Transition for Closing

- ☐ Discuss triggers that could signal it is time to close
- ☐ Discuss any information needed from health and mental health in order to make a closing determination

Closing the CAS

- ☐ Returning supplies and equipment
- ☐ Returning the area to its previous condition
- ☐ Document retention

Demonstrate

- ☐ Refer to the pre-identified items you selected to demonstrate for the trainee
- ☐ Demonstrate these processes. Suggested processes for health and mental health could include:
  - ☐ Health assessment form
  - ☐ Record security
  - ☐ Medicine security
  - ☐ Contact information
  - ☐ Other Record Keeping
- ☐ Ensure the trainee feels confident completing each of the selected tasks
- ☐ Respond to any questions the trainee may have
- ☐ Review the Health and Mental Health Checklist with the trainee. Provide copies for the trainee to use

Observe

- ☐ Have the trainee shadow you during a shift
- ☐ Allow the trainee to complete tasks and observe his/her performance
- ☐ Provide assistance as needed and answer any questions

Reinforce

- ☐ Remember every individual learns at his/her own pace
- ☐ Reinforce learning by:
- ☐ Encouraging the trainee to ask questions
- ☐ Being available to answer questions and demonstrate tasks
- ☐ Explaining the policies and procedures, local/state laws, or
- ☐ Other guidance that governs health and mental health policy.

Communications Coaching Aid

Self-Study

Have the trainee review the following sections of the CAS Field Guide:

- ☐ Introduction
- ☐ Before Opening an CAS
    - ☐ Site Layout and Set up
- ☐ Opening an CAS
    - ☐ Activation
- ☐ Ongoing EAS Operations
    - ☐ Transition to Closing
- ☐ Communications
- ☐ Checklists
    - ☐ Communications Checklist

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening An CAS

- ☐ Communications needs for the CAS
- ☐ Policies and procedures

Opening An CAS

- ☐ Establishing communications with command and control
- ☐ Assisting with reporting to command and control
- ☐ Communications with emergency responders

Ongoing CAS Operations

- ☐ Maintaining communications
- ☐ Reporting requirements
- ☐ Monitoring communications channels and media

Transition for Closing

- ☐ Discuss triggers that could signal it is time to close
- ☐ Discuss any information needed from communications in order to make a closing determination

Communications Coaching Aid – *Continued*

Closing the CAS
- ☐ Returning supplies and equipment
- ☐ Returning the area to its previous condition
- ☐ Document retention

Demonstrate
- ☐ Refer to the pre-identified items you selected to demonstrate for the trainee
- ☐ Demonstrate these processes. Suggested processes for communications could include:
  - ☐ How to use communications equipment
  - ☐ Contact information for support agencies and emergency responders
  - ☐ Security and Confidentiality of information
  - ☐ Record Keeping
- ☐ Ensure the trainee feels confident completing each of the selected tasks
- ☐ Respond to any questions the trainee may have

- ☐ Review the Communications Checklist with the trainee. Provide copies for the trainee to use

Observe
- ☐ Have the trainee shadow you during a shift
- ☐ Allow the trainee to complete tasks and observe his/her performance
- ☐ Provide assistance as needed and answer any questions

Reinforce
- ☐ Remember every individual learns at his/her own pace
- ☐ Reinforce learning by:
  - ☐ Encouraging the trainee to ask questions
  - ☐ Being available to answer questions and demonstrate tasks
  - ☐ Explaining the policies and procedures, local/state laws, or other guidance that governs communications policy

Security Coaching Aid

Self-Study

Have the trainee review the following sections of the CAS Field Guide:

- ☐ Introduction
- ☐ Before Opening an CAS
    - ☐ Site Selection
    - ☐ Evacuation Routes
    - ☐ Site Layout and Set up
    - ☐ Safety and Security
    - ☐ Fire Safety and Structural Integrity
- ☐ Opening an CAS
    - ☐ Activation
    - ☐ Registration
- ☐ Ongoing CAS Operations
    - ☐ Transition to Closing
- ☐ Checklists
    - ☐ Security Checklist

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening An CAS

- ☐ Site survey and securing the facility
- ☐ Developing a security plan for the facility
- ☐ Developing a traffic control plan for the facility
- ☐ Policies and procedures (i.e., use of force, sexual offender, etc.)

Opening An CAS

- ☐ Establishing communications with law enforcement
- ☐ Potential EAS issues
- ☐ Controlling traffic at the EAS

Ongoing CAS Operations

- ☐ Reporting requirements
- ☐ Monitoring safety and security in the CAS
- ☐ Security of evacuees during bus loading and unloading
- ☐ Regular facility walkthroughs

▶ **Security Coaching Aid– *Continued***

Transition for Closing
- ☐ Discuss triggers that could signal it is time to close
- ☐ Discuss any information needed from security in order to make a closing determination

Closing the CAS
- ☐ Returning supplies and equipment
- ☐ Returning the area to its previous condition
- ☐ Document retention

Demonstrate
- ☐ Refer to the pre-identified items you selected to demonstrate for the trainee
- ☐ Demonstrate these processes. Suggested processes for security could include:
    - ☐ How to assess and secure the facility
    - ☐ Security walkthroughs, what to look for
    - ☐ Traffic control
    - ☐ Dealing with potential volatile situations in the EAS
    - ☐ Requesting backup from law enforcement outside the EAS
- ☐ Ensure the trainee feels confident completing each of the selected tasks
- ☐ Respond to any questions the trainee may have
- ☐ Review the Security Checklist with the trainee. Provide copies for the trainee to use

Observe
- ☐ Have the trainee shadow you during a shift
- ☐ Allow the trainee to complete tasks and observe his/her performance
- ☐ Provide assistance as needed and answer any questions

Reinforce
- ☐ Remember every individual learns at his/her own pace
- ☐ Reinforce learning by:
    - ☐ Encouraging the trainee to ask questions
    - ☐ Being available to answer questions and demonstrate tasks
    - ☐ Explaining the policies and procedures, local/state laws, or other guidance that governs security policy

Resource Links

AA website	www.aa.org
American Humane Association	https://www.americanhumane.org/
American Red Cross	http://www.redcross.org
American Society for the Protection of Cruelty to Animals (ASPCA)	https://www.aspca.org/
Best Friends Animal Society	https://bestfriends.org/
Caring for Our Children: National Health and Safety Performance Standards:	https://nrckids.org/CFOC
Center For Disease Control (CDC) – Emergency Preparedness & Response	https://emergency.cdc.gov/
CDC Public Health	https://www.cdc.gov/disasters/surveillance/index.html
CDC Pandemic Flu Guide for Shelter	http://www.cdc.gov/h1n1flu/guidance/emergencyshelters.htm https://www.cdc.gov/coronavirus/2019-ncov/php/eh-practitioners/general-population-disaster-shelters.html
CDC Shelter Assessment Tool	https://emergency.cdc.gov/shelterassessment/
Department of Justice (DOJ) ADA Checklist for Shelters	https://www.ada.gov/shleterck.htm

DOJ: ADA Best Practices Tool Kit for State and Local Governments: The ADA and Emergency Shelters: Access for All in Emergencies and Disasters	https://www.ada.gov/pcatoolkit/chap7shelterprog.htm
FEMA Guidance on Planning for Integration of Functional Needs Support	https://www.fema.gov/pdf/about/odic/fnss_guidance.pdf
FEMA Reference Guide for Accommodating Persons with Disabilities	https://www.dhs.gov/sites/default/files/publications/07_0518-section-689-reference-guide.pdf
FEMA Public Assistance Program and Policy Guide & Fact Sheets	https://www.fema.gov/assistance/public/policy-guidance-fact-sheets#pappg
Guidelines for Out-of-Home Child Care, 2nd Edition	http://nrc.uchsc.edu/CFOC/index.html
Helping Children Cope with Traumatic Events	https://www.childcareaware.org/our-issues/crisis-and-disaster-resources/tools-publications-and-resources/helping-children-understand-and-cope-with-disasters/
HHS Health Information Privacy Act (HIPPA) information for EM	https://www.hhs.gov/civil-rights/for-individuals/special-topics/emergency-preparedness/index.html
Incident Command System Forms	https://training.fema.gov/icsresource/icsforms.aspx

Infants & Young Child Feeding in Emergencies: Operational Guidance	https://www.ennonline.net/operationalguidance-v3-2017
Initial Intake & Assessment Tool - HHS/American Red Cross	http://www.acf.hhs.gov/ohsepr/snp/docs/disaster_shelter_initial_intake_tool.pdf
Keeping Children Safe - A Policy Agency for Day Care in Emergencies	http://www.naccrra.org/disaster/docs/Disaster_Report.pdf
Recommendations of the National Commission on Children and Disasters	https://crcog.org/wp-content/uploads/2017/12/Recommendations-of-the-National-Commission-on-Children-and-Disasters.pdf
National Child Care Information & Technical Assistance Center - State Contacts	http://NCCIC.acf.hhs.gov/statedata/dirs/index.cfm
National Shelter System (NSS)	https://nss.communityos.org/cms/
National Family Registry National Emergency Family Registry and Locator System (NFRLRS)	http://www.fema.gov/media/fact_sheets/nefrls.shtm
NVOAD	https://www.nvoad.org/
NVOAD Disaster Spiritual Care Points of Consensus	https://www.nvoad.org/wp-content/uploads/poc_disasterspiritualcare.pdf

Rapid Visual Screening of Buildings for Potential Seismic Hazards: A Handbook	https://www.fema.gov/sites/default/files/2020-07/fema_earthquakes_rapid-visual-screening-of-buildings-for-potential-seismic-hazards-a-handbook-third-edition-fema-p-154.pdf	
Substance Abuse & Mental Health Services Administration (SAMHSA)	http://www.samhsa.gov/	
Safe and well	https://disastersafe.redcross.org/	
Serv-Safe®	http://www.servsafe.com/	
Society of Animal Welfare Administrators (SAWA)	http://www.sawanetwork.org/	
AmeriCorps	www.serve.gov https://www.americorps.gov/	
HHS Maternal-Child Emergency Planning Toolkit	https://www.phe.gov/Preparedness/planning/abc/mch-planning-toolkit/Pages/default.aspx	
Humane Society of Missouri	https://www.hsmo.org/	
The Sphere Project: Humanitarian Charter & Minimum Standards in Disaster Response	https://www.unhcr.org/en-us/partners/guides/3b9cc1144/humanitarian-charter-minimum-standards-disaster-response-courtesy-sphere.html	
WHO: Environmental Health in Emergencies & Disasters	http://www.who.int/water_sanitation_health/hygiene/emergencies/en/	
Women & Infants Service Package (WISP)	http://www.whiteribbonalliance.org/Resources/Documents/WISP.Final.07.27.07.pdf	
FEMA: Private	http://www.fema.gov/government/grant/pa/9521_3.shtm	

Nonprofit (PNP) Facility Eligibility		
FEMA: Eligible Costs Related to Evacuation and Sheltering	http://www.fema.gov/government/grant/pa/9523_15.shtm	
Section 508 Compliance	http://www.section508.gov/	

Emergency Evacuation Registration Form

Date: *Registration Time:*   *Location Site:*

List only those family members, service animals and pets who are with you.

Family Name		First Name	M.I.
Gender	Age	Also known as/Nicknames	
Pre- Disaster Mailing Address		Pre- Disaster Street Address	
Cell Phone Number		Cell Phone Number	
Email Address(s)			

Where will you be going if you are not traveling to the prescribed evacuation site? Please provide a contact phone number, too.

Translation Required ☐ YES ☐ NO	Primary Language: Name of Family Member that speaks English:	Special Needs ☐ Medical ☐ Dietary ☐ Clothing ☐ Lodging Other: Description:

Emergency Contact #1 ☐ *Checking this box allows medical information to be shared with this contact*	Name		
	Phone Number(s)	Relationship to you:	
	Email Address(s)		

Emergency Contact #2 ☐ *Checking this box allows medical information to be shared with this contact*	Name		
	Phone Number(s)	Relationship to you:	
	Email Address(s)		

Dependents:

#	Family	First Name	Age	Gender	Relationship	Access or

	Name	and Middle Initial				Functional Needs/Restrictions
1						
2						
3						
4						
5						
6						

Service Animal/Pets: Please list any Service Animals/Pets with you that will also require assistance. A "Service Animal" means an animal that is trained to perform tasks for an individual with a disability. A service animal is not a pet.

Service Animal Y/N	Name	Type	Breed/Description	Weight	Carrier Cage Y/N	Leash Y/N	Muzzle Y/N

Method Leaving Community: ☐ Aircraft ☐ Ambulance ☐ Car ☐ Bus ☐ Boat ☐ ATV ☐ Horse ☐ Other _____
License Plate or Vessel Registration Number: _____

Is anyone listed on this form mandated to register with state or local authorities for any reason? If so, whom and for what reason?

Relocation Information	**Date:**
Relocation Address:	
Additional Information:	

Contacts

American Red Cross Chapter

Contact Name

Contact Phone Number

Address

Local Emergency Management

Contact Name

Contact Phone Number

Address

Police Department

Contact Name

Contact Phone Number

Address

Fire Department

Contact Name

Contact Phone Number

Address

TOOLS AND RESOURCES