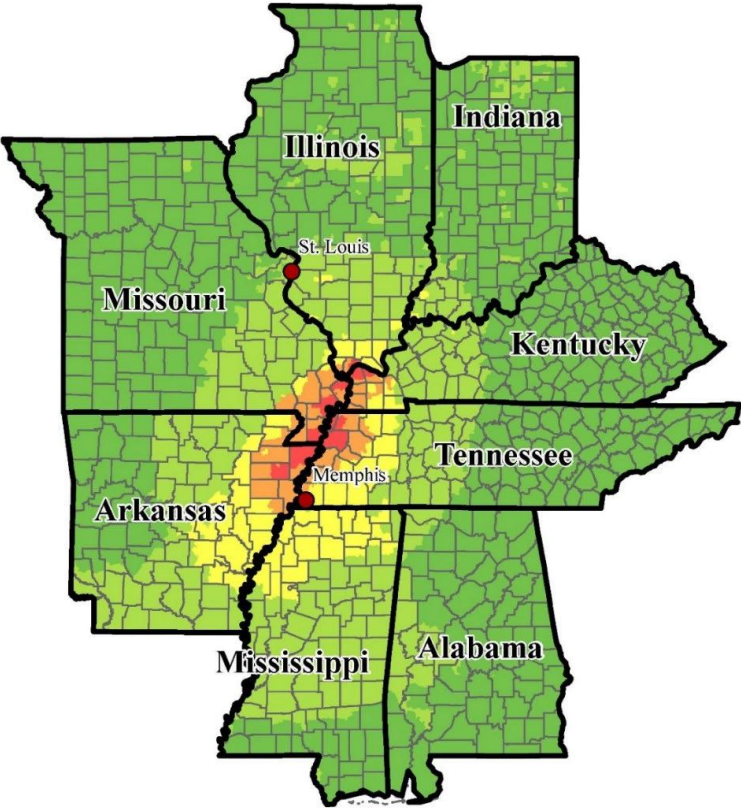


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# NEW MADRID SEISMIC ZONE EVACUATION ASSEMBLY SITE

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Field Operations Guide



MARCH 1, 2023

## Introduction

### Evacuation Assembly Site (EAS)

Following a catastrophic earthquake along the New Madrid Seismic Zone, evacuees who require transportation assistance out of the impacted area should be directed to an Evacuation Assembly Site. This site is operated by the local jurisdiction, state agency or other non-governmental agency. The scope of services provided at an EAS is, to a large extent, determined by the severity of the incident and needs of the community.

The EAS can be a site designated by a local jurisdiction as a primary location for evacuation assembly and it may serve as a site where mass care and evacuation services are provided. Services at the EAS can include congregate sheltering, feeding, basic first aid, emergency supply distribution site, and any other services needed by disaster survivors as well as a location where evacuees wait for transportation out of the impact zone. Items to consider when opening an EAS should include the following:

1. Location of the site
2. Structural integrity of facility/site to be utilized (or suitability/availability of soft sided structures)
3. Proximity to viable transportation routes
4. Ingress and egress routes accommodating bus traffic to and from to the EAS site
5. An area large enough to accommodate bus transportation services for the evacuees
6. Fueling for buses transporting sponsored evacuees and self-evacuees
7. Key resource availability, caches, and a mechanism to obtain them

At a minimum, an EAS should be a site where evacuees will be directed to receive emergency assistance. Assistance will include food, water, shelter and restrooms, emergency supplies, as well as any available medical support. Assistance should also include food, water, and shelter for pets and companion animals as described in the PETS Act.

In some instances, within the impacted area, these facilities will be a shelter-of-last-resort. The availability of critical infrastructure and key resources may be limited. However, to the extent possible, these sites should make all appropriate accommodations; to include functional needs support services (FNSS) to meet the need of those with access and functional needs.

If an evacuee has medical needs within the impacted area, they may be routed to a Medical Support Base (MSB), if other primary care facilities are inoperable.

### Sponsored Evacuees

Evacuees transported from the EAS will be known as sponsored evacuees. These evacuees will be loaded on buses at the EAS and transported to the Consolidated Assistance Site (CAS) for further transportation out of the impact zone. If available, the buses utilized to transport the sponsored evacuees will be provided by the Local

Emergency Operation Center (LEOC). If no buses are available in the impact zone, the LEOC should contact the State Emergency Operations Center (SEOC) and the SEOC will arrange for buses to transport the sponsored evacuees out of the impact zone. The LEOC will work with the EAS to finalize the route that sponsored evacuee buses will take to the next stop, which will be the closest CAS.










### **Fundamental Objectives of the EAS**

- An EAS will provide a safe place for individuals and families affected by a catastrophic disaster to gather for evacuation outside the impact zone, sleep or rest, receive basic first aid, and dependent upon the services available, food, water, snacks, cots, blankets, sanitation facilities, family reunification (if possible), and information.
- EAS locations will be prepared to provide services to all individuals and households in the community seeking evacuation and mass care assistance. An EAS will strive to create an environment that is inclusive, accessible, and accommodating to all, including those with disabilities or specific religious or cultural preferences and requirements.
- Evacuees will arrive at an EAS location by foot, car, UTV/ATV, bicycle, ambulance, horse, bus, taxi, Uber/Lyft, or other means. In some instances, it is possible that citizens will be isolated by complete failure of infrastructure (roads and bridges). In these instances, rotary wing aircraft, 4-wheel drive vehicles, and ATVs may be needed to assist with gathering citizens to the EAS location. This should be kept in mind when selecting sites.
- Evacuees will arrive with pets and service animals to EAS locations. Accommodations should be made for these animals to the extent possible.
- Individuals within the impact zone may use the EAS as a source of information and situational awareness and mass care services.

## Using This Guide

### Guide Design

This Field guide should be used as a guide during EAS operations. This guide is designed to be used in the field throughout the cycle of EAS 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:

-  Introduction Pages 1 - 4
-  Before Opening an EAS Pages 5 – 24
-  Opening an EAS Pages 25 – 33
-  Ongoing EAS Operations Pages 34 – 37
-  Communications Pages 38 – 40
-  Health and Medical Pages 41 – 42
-  Checklists Pages 43 – 57
-  Coaching Aids Pages 58 – 77
-  Tools & Resources Pages 78 – 82

### Position Icons

In addition to the sectional color-coding, the guide contains information for the fundamental positions within an EAS. A set of icons has been developed representing each of the functional staffing areas of an EAS. At the beginning of each section, you will find those icons listed to which the information in the section pertains. Additionally, icons are placed above various sub-sections if the information is pertinent to the positions below:

EAS Management	
Registration/Documentation	
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 section contains a list of tasks for various EAS positions.

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

## Before Opening an EAS



Before opening an EAS, there are several factors to consider. Is there a facility available for an EAS, or are soft-sided shelters needed? Is the EAS location situated on or near an evacuation route? Is the site large enough to accommodate buses? How will the evacuees know where the EAS is located? Who will operate the EAS? This section of the EAS Field Guide will help to ensure you have covered all the bases before opening an EAS location.



### Site Selection

Following a catastrophic disaster, it will be vital to inspect the integrity of selected structures to ensure the safety of evacuees and staff that will be in them. Evacuees seeking shelter following an earthquake may also be reluctant to go inside buildings out for fear of collapse. In some cases, it may be necessary to request soft-sided structures from the state to provide shelter. The following criteria should be used when selecting a site:

- Has the facility been structurally assessed by a licensed engineer or assessed using the FEMA 154 program, Rapid Visual Screening of Buildings for Potentials Seismic Hazards, and re-inspected following each significant after shock. (See Resources Links)
- Is the facility clean and orderly? Are the kitchen and bathrooms fully operational? Are building systems in working order?
- Is there sufficient light in public areas?
- Is there adequate security available to ensure the safety of those who need services or are staffing the EAS?
- 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 who may use mobility devices?
- Does access to and within the facility require climbing stairs?
- Are first aid kits readily available and fully stocked? Where?
- Is there an emergency facility evacuation plan and identified meeting place in case of fire or other disaster?
- Are there any hazardous materials or equipment on-site and are they secured?
- Are there any pre-existing safety/fire hazards such as missing electrical covers, inappropriate use of extension cords, or improperly stored flammable materials?
- Is there adequate parking or staging facilities for transportation resources?



## **Determine the Scope of Services Needed**

Services required at an EAS site will be dependent upon many factors such as 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. The chief elected official of a jurisdiction will determine if a community is to evacuate. Once it is determined that evacuation is necessary, the EAS should be activated to provide a gathering location and services for evacuees and community members. As needed, this site may also serve multiple purposes beyond the transportation of sponsored evacuees. The Local Mass Care Coordinator, in conjunction with the Local Emergency Manager, will determine the scope of services that will be provided by the EAS.

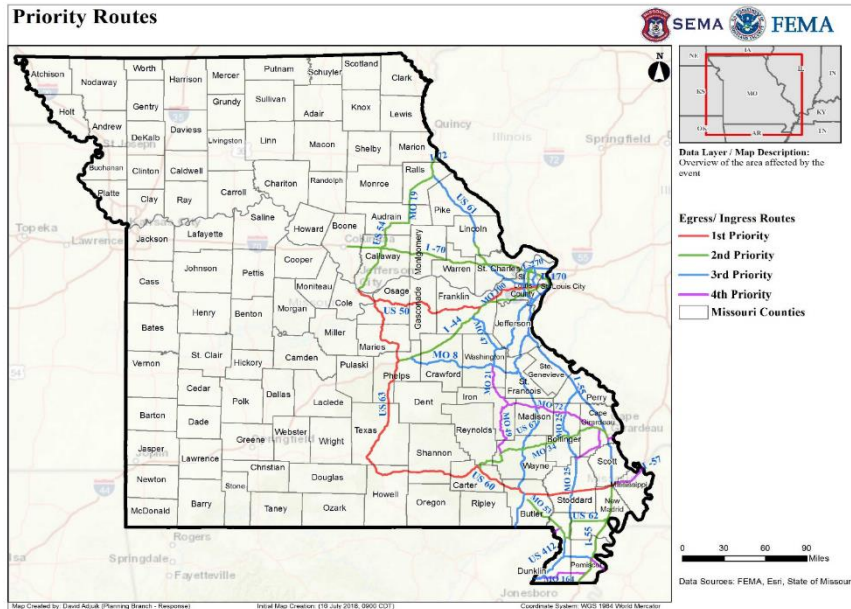
Service provided at an EAS site could include (but not limited to):

- Feeding, including food, water, and snacks
- Sleeping accommodations
- First Aid
- Fuel for both sponsored evacuee buses and self-evacuees
- Hygiene stations
- Evacuee processing, tracking, reunification, and registration
- Household Pet and Service Animal Services
- Crisis mental health and spiritual health
- Emergency assistance supplies for:
  - Infants
  - Children
  - Elderly
  - Children and adults with access or functional support needs
- Transportation assistance out of the impact zone (coordinated with the state)
- Reunification services
- Services for unaccompanied minors, including assuming custody of unaccompanied minors.



## Evacuation Routes and Damage Assessment Corridors

The State of Missouri has identified damage assessment corridors which include priority egress/ingress evacuation routes for use during a New Madrid Seismic Zone earthquake. Depending on the severity of the incident, some of the routes may be impassible for several days or weeks until bridges are deemed safe and debris is cleared. EAS locations should be as close as possible to designated evacuation routes to allow for easy access. The State of Missouri Evacuation Management Team will communicate to communities which evacuation routes are open as well as how transportation assistance will be provided. EAS facilities should communicate with the LEOC for this information and be prepared to stage buses on or near the EAS. LEOC will communicate with the SEOC if they are unable to provide transportation from the EAS to the CAS. In the event local roads are destroyed or too damaged for residents to travel, local government will need to develop a plan to transport residents to the local EAS or request SEOC to assist in the transportation of residents to the EAS. MODOT begins inspection of evacuation routes at a magnitude 5.0 earthquake and re-inspects each roadway following magnitude 5.0 or greater after shock.







## Site Layout and Set-Up

When allocating space in the EAS facility, consider establishing the following areas as well as levels of access for the different 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 an EAS as well as signs directing evacuees to the site. Inside the site signs will be needed to clearly mark different areas of the EAS for public use or off limits.

### ***Parking/Transportation Staging***

Space will need to be identified for evacuees with their own transportation to park if they choose to come to an EAS site. Self-evacuees are encouraged to report to the EAS for information on the evacuation process. Parking will also need to be identified for staff vehicles.

Once routes into the area have been opened for buses and other transportation assistance the EAS needs to be prepared to stage buses and other support vehicles. This operation will need to be coordinate closely with EAS Security, the LEOC, and local law enforcement.

### ***Rotary Wing Access***

In a severe incident access into and out of the impact zone may be restricted to air traffic for several days. Rotary wing assets may be used to transport injured evacuees, drop off supplies, or bring response personnel into the area. A designated helicopter landing zone should be located near the EAS location.

### ***Command and Control***

EAS leadership should organize according to the Incident Command System, inform the LEOC of organization, and provide contact numbers or radio frequencies. EAS leadership should remain in close contact with the LEOC.

A designated Command and Control area should be identified in each EAS site. This area will be the hub for EAS management team and the communications room where communications equipment should be set up.

### **Registration Area**

Set up registration area near the facility main entrance

- Position several tables and many chairs by the main entrance to receive evacuees.
- Allow for at least one registration worker at each table, and with enough space for limited client privacy when providing registration information.
- Salamander RAPIDTAG EVAC should be utilized (or other disaster specific registration paper form provided by the LEOC). If possible, a copy of the form should be given to the evacuee to keep with them and a copy kept at the EAS.
- Space designated for health services to triage evacuees.
- If possible, use only one facility entrance. Position staff at other entrances to direct evacuees.

### **Shelter**

If indoors, provide areas for cots or mats. Allow 40 square feet of space per person if possible. Consider the following:

- Ability to dim lighting
- Distance from internal and external traffic
- Separate spaces for families, women, men, and other groups
- One toilet for 20 persons is recommended. (1 of 6 must be accessible for people with disabilities) In some cases portable toilets may be required
- An approximate ratio of one shower for every 25 persons is recommended. (1 of 6 must be accessible for people with disabilities) In some cases mobile shower units may be needed.

If soft shelters or individual/family tents are utilized, ensure that structures are safe of obstacles and free of hazards. If soft sided shelters or tents are utilized, will need to provide hygiene stations, portable toilets, and shower trailers (if available).

### **Children & Family Areas**

A child friendly space serves two purposes. First, it is a safe area where a parent and/or guardian can take their children to play. Second, it serves as an area where parents, while receiving services in the EAS, can safely leave their children with credentialed providers.

If needed, a child friendly space will be established within the facility and a credentialed agency or group identified to provide childcare (remember to ensure that the agency identified to run the childcare area is appropriately credentialed, such as local day care centers, churches, business, or volunteers with experience in daycare). The lead agency ensures play items are clean and appropriate for the child friendly area.

Specific areas should be established for the following:

- Child recreation area
- Diaper changing
- Breast feeding
- Bottle washing
- Temporary respite care – A supervised area for children

**Household Pets and Service Animals**

Prior to evacuation, household pets should be temporarily housed in distinct facilities designed to or modified to shelter animals. These facilities should be co-located with the EAS if possible. While housed at the EAS, care of a household pet is the primary responsibility of the pet’s owner. Coordination with the Humane Society for pet sheltering or local animal control is encouraged. Identification and agreement with a local veterinary facility to accept pets if they become ill should be established. Adequate resources/supplies should be procured and pre-staged at the EAS if possible, including a supply of pet food and pet carriers for owners who do not bring their pets in a carrier; 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 is needed. In some instances, mobile feeding unit(s) might be needed. Work with Local Public Health Agency (LPHA) to ensure that food preparation is safe and follows proper public health requirements and required inspections scheduled and completed. Feeding/Food preparation & serving areas should include:

- Set up a beverage and snack area
- Identify sources for food, water, feeding support materials and equipment
- Determine when first meal will be served and timing for subsequent meals
- Set up dining area that is located away from the dormitory.
- Post signage that states that no food can be taken to dormitory 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 conditions and dietary needs of the of shelter residents

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

- Kitchen supervisor
- Cook and helpers
- Food prep
- Dish washers
- Servers
- Clean-up crew

**Snack Areas**

Establish a Snack Area where snacks and water are available 24 hours a day (away from sleeping area).

**Health Services & Mental Health Service Areas**

As evacuees arrive at the EAS location it will be important to have basic first aid services available. If available, medical care will be provided to victims by local medical personnel at the EAS. Severely injured persons should be referred to the hospital if still operational or a Medical Support Base if operating in the area. If appropriate medical care is unavailable, contact the LEOC and explain the need for emergency medical services beyond the EAS staff capability.

Work with local Mental Health Care providers to provide mental health services at the EAS. Establish a relationship with community religious leaders to provide spiritual care at the EAS. After a catastrophic incident it will be vital to provide these services to the community if possible.

**Storage**

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

**Staff Area**

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



## Sample Indoor EAS Floor Plan



Before Opening an EAS

## Establish EAS Rules

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

- No drugs, alcohol, or weapons.
- Smoking – Use of all tobacco products, use of matches or lighters inside the EAS is prohibited.
- 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.
- Sleeping areas are quiet areas at all times of day and night. 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 EAS for any period of time must sign in and out at the registration area.
- Keep your areas clean and help with cleanup of other area when possible. Food and drinks, other than water, are not allowed in the sleeping area.
- Be respectful and courteous to others at all times. Loud, boisterous, and disruptive behavior is not permitted.
- Immediately report all health or safety concerns to staff.



## Staffing

One of the greatest challenges for operating an EAS 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 EAS staff when setting up these locations.

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

### **EAS Positions**

The following positions are recommended for operating an EAS location:

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

### **Considerations When Planning Staffing**

Determine the number of shelter 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 requirements of the EAS will change as evacuees are transported out of the impact zone. Plan to:

- 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 move out and the EAS enters demobilization status.

### **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. The overnight shift may require fewer staff as the EAS residents are sleeping. Adjust your staffing pattern as needed.

### **Orienting Your Staff**

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

- All EAS 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-Utilize a Daily Sign In/Sign Out Form
- 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.



### **Resident Volunteers**

It may be necessary to utilize residents as volunteers for certain tasks. Keep the following in mind when working with resident volunteers:

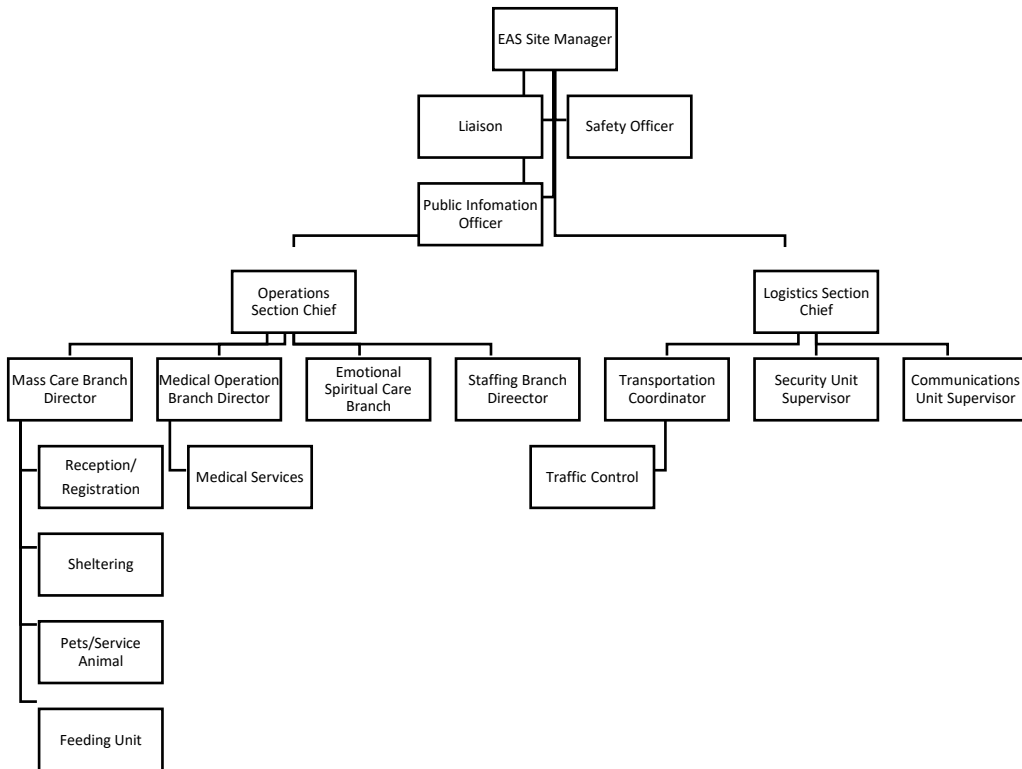
- Consider utilizing residents for basic tasks such as set up and cleaning.
- Be careful when recruiting volunteers and be aware of their background. Consult the sponsoring organization or the local EOC for background check requirements, if any, in the local area.
- When recruiting volunteers from within the EAS, assign them to positions that do not compromise the privacy of other 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 and experienced staff to work with children, elderly people with disabilities and others with 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 Table of Organization



**Before Opening an EAS**



## 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 EAS, the LEOC may need to request staffing from the SEOC.

### Staff Overages

Should your site have too many staff, advise the LEOC. There may be a shortage at another EAS location or other evacuation site and these staff could be re-assigned.



## Logistics

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

### Identify Potential Resources

Your EAS will need a variety of items:

- Potable water
- Communications equipment
- Food and service supplies/equipment
- Sanitation supplies/equipment
- Children's and infants' supplies
- Universal/accessible cots
- Blankets
- Pillows
- Personal hygiene supplies
- Towels
- Durable medical equipment (e.g., wheel chair, oxygen concentrator)
- First-Aid and medical supplies
- Administrative supplies
- Tables and chairs
- Tents/Soft Sided Shelters
- A source for prescription medications
- Evacuation Transportation

A full list of supplies can be found in FEMA's *Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters*, November 2010. See Tools and Resources.

### **Procurement**

All resource requests should go through the LEOC. The EAS Logistics Officer should contact the Local Emergency Mass Care Coordinator or other 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 EAS is an important aspect of operation.

#### **Assessing Shelter Security**

Assess and plan for security needs—consider 24-hour a day, 7-days a week coverage.

Consider the following factors when assessing and planning for security:

- The number of evacuees
- The number of potentially vulnerable residents 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
- Share the security plan with staff
- Consider contracting security services as a last resort

#### **Potential Security Issues**

It is important for the EAS 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
- Relocate problem residents (including arrest, when appropriate)

**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 EAS and staff
- Identification checks at all entrances
- Limiting the number of public entrances and exits
- Posting personnel to monitor the sleeping 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)

**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 EAS leadership should work with the LEOC on an EAS 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:

- EAS Manager
- Local Emergency Operations Center



## Fire Safety and Structural Integrity

Any permanent structure selected as an EAS 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.

Following an earthquake, buildings should also be inspected for structural integrity. FEMA 154, *Rapid Visual Screening of Building for Potential Seismic Hazards*, provides the rapid visual screening procedure, which has been developed for a broad audience, including building officials and inspectors, and government agency and private-sector building owners, to identify, inventory, and rank buildings that are potentially seismically hazardous. And re-inspected as needed following significant aftershocks. See Tools and Resources.



## Disability Integration

EAS sites must accommodate the needs of anyone with disabilities, including those with access and functional needs to the extent possible, so that all can benefit from programs, services, and activities. Some 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**– Persons 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 if they have access to their assistive and supportive services or equipment. 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’s, 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.

**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 deaf persons, sign language is the primary means of communication, and an interpreter may be required.
- 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.
- **Cot Space** – Assign a cot 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 place 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 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**

- EAS 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 an EAS 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.

**NOTE:** The term “service animal” is defined in the Americans with Disabilities Act (ADA,) as a dog that has been individually trained to do work or perform task for an individual with a 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.
- The animal poses a direct threat to the health or safety of others.

## Opening An EAS Facility



Outlined below are the key tasks required for opening an EAS facility. The tasks are organized by function. Many tasks will be completed simultaneously.



### Activation

Activation of the EAS site will be determined by the chief elected official of a jurisdiction. The chief elected official of a jurisdiction is ultimately responsible for ensuring the emergency management function is implemented within the local jurisdiction's governmental structure. This function is typically delegated to an Emergency Management Director (EMD), who is given responsibility for executing the emergency management function in the jurisdiction. It is recognized the responsibilities of the EMD are broad in scope and many in number, and that delegating some of those responsibilities serves to make the job more manageable.

Jurisdictional evacuation will be the responsibility of the local governmental leadership. Once a local jurisdiction has determined that evacuation is necessary the EAS will be activated as a gathering site for those needed transportation assistance. The scope and severity of the incident will determine the extent to which the EAS is activated. If evacuation routes are clear and transportation assistance is immediately available, the EAS may be activated as a simple gathering site with registration and minimal amenities such as water and a snack while evacuees wait for buses. If the evacuation routes are blocked and transportation assistance will take days or weeks, the EAS may become a temporary shelter site with more extensive services.

To activate the EAS:

- Local chief elected official of a jurisdiction determines need to evacuate
- EAS Site Selected
- Local Mass Care Coordinator contacts EAS Manager
- EAS Manager and staff prepare EAS facility
- PIO distributes information to community that EAS is open
- Local Emergency Manager informs SEOC of EAS activation



## Registration

Ensure that all evacuees are greeted and register upon arrival. The Salamander RAPIDTAG EVAC or local EAS registration form will be utilized for tracking purposes. Complete, legible, and accurate information about the residents is needed to track evacuees and manage supporting their needs. Maintain a system for checking occupants in and out when they leave for any period of time-especially when they are transported to a Consolidated Assistance (CAS). The registration staff will also function as a general information desk so regular situation updates should be communicated to these staff.

**NOTE:** If an individual arrives at the EAS with apparent immediate health needs, refer immediately to health service staff, if available, or to appropriate authorities.

### Registration Involves Three Primary Steps:

#### #1 Register Evacuees

Use one Salamander RAPIDTAG EVAC or local EAS registration form for each evacuee to record the following:

- Name
- Pre-disaster address
- Phone numbers and email addresses
- Medical needs
- Primary language and name of family member(s) who speak English
- Parent/Guardian or Caregiver information
- Description of medical equipment or other effects with the evacuees
- Information about service animal or household pet if applicable

There is a space on the form to record the date and relocation address for when residents depart.

Place completed registration information in a secure folder to ensure resident confidentiality. And provide a copy of the form to the evacuee to remain with them at all times.

Privately ask if anyone in the family must register with state or local authorities for any reason. Shelter manager or designee should discreetly discuss in confidence why the individual must register and contact local authorities, if necessary, for guidance.

## **#2 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.

## **#3 Identification of Unaccompanied Minors**

An unaccompanied minor is an 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, in unable to reach a legal guardian to determine next steps in the guardianship of the minor.
- Arrange for supervision of the minor in the EAS by assigning responsibility for the minor to at least two EAS staff who have passed a background check in their affiliation with the EAS until legal guardianship can be arranged.

## **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



## Shelter Management

Shelter management includes setting up and assigning sleeping areas, coordinating the provision of cots, pillows, blankets, and personal hygiene supplies and maintaining a healthy and safe environment to rest. If evacuees are awaiting transportation assistance that may not arrive for several days or weeks, it will be necessary to set up shelter areas for sleeping.

- If possible, allocate separate spaces for families, single women, single men, and other special groupings.
- Distribute hygiene kits and other supplies (bedding, towels, etc.) if available.
- Ensure fire exits are not blocked in any way.
- Conduct a daily walk through to ensure:
  - Fire escape doors are operational.
  - Exit routes are clear and accessible.
  - Windows and doors are secure.
  - Floor is clear of trip hazards.
- Use dim lighting during sleeping hours.
- Continually monitor the sleeping area to ensure the safety of sleeping/resting residents and to maintain a clean and quiet environment



## Health and Mental Health

Disasters may increase the risk of or exacerbate health and mental health conditions. Common health issues and possible solutions in the EAS include:

- Communicable conditions, (e.g., COVID, flu, lice):
  - Provide areas of isolation for individuals with identified infectious conditions.
- Pre-existing health and mental health issues:
  - Arrange for screening and referral if required for pre-existing health and mental health conditions.
- Lack of medications and/or prescriptions:
  - Maintain current list of pharmacies in the area
  - Ask pharmacies if they will support medication/prescription needs of the evacuees until other sources become available
  - If access to a local pharmacy is not readily available, contact the LEOC for assistance. The LEOC may contact the SEOC if local pharmacies unavailable.

- Restricted dietary requirements:
  - It may not be possible to meet all dietary requirements due to the disaster impacts. There may be food shortages and survivors in the impact zone may be offered pre-packaged meals such as MREs or shelf stable meals until other food is available.
  - To the extent possible arrange for the special dietary needs of people with restricted diets
- Maternity:
  - Women who are pregnant should be monitored for complications caused by the disaster.
  - Ensure that medical providers in the area are aware that pregnant women are in the EAS and notify them if complications occur or a woman goes into labor

### **Common Mental Health Concerns in the EAS**

The EAS 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 for 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 the spread of contagious diseases include:

#### **Personal Hygiene**

- Covering coughs and sneezes
- 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
- Promptly reporting illnesses or other medical concerns to medical personnel

**Food Preparation**

If food preparation is taking place in the EAS, staff who are working within the food preparation area must follow these practices:

- Use gloves in food preparation.
- Wash hands often or use hand sanitizer.
- Use potable water for consumption and in food preparation.
- 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:**

- 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:**

- Contact 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 or have radio communications frequencies available for emergency contacts.
- Identify qualified staff that can administer First-Aid/ CPR and have a fully stocked first-aid kit available.



## Feeding

The extent of the meal services provided by an EAS will be dependent upon the severity of the incident and the length of stay estimated for evacuees. At a minimum an EAS should be prepared to provide snacks and water for evacuees and staff.

If it is determined that evacuees will remain at the EAS for a longer 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

\*Due to impassible roads and safety issues, traditional feeding agencies may be unable to assist immediately following the earthquake.

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.
- Maintain fruits and beverages, such as water, coffee, tea, and juice if possible.





## Logistics

The Logistics Chief at the EAS will be a vital component to ensuring the site runs efficiently. The EAS Logistics 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 Chief will need to establish communications with the SEOC as soon as possible. Depending upon the extent of activation, the Logistics Chief will need to work with the EAS Manager to determine the types of equipment, supplies, personnel needed.

Logistics provides several services for opening, running and closing an EAS. These include:

### ***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 EAS
- 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

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

The Logistics Chief should work with the EAS 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
  - Memoranda Of Understanding
  - Incident reports
  - Daily activity and situation reports as requested by the LEOC and/or sponsoring organization

### **Inventory Management**

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

### **Inventory Management Challenges**

- Not enough supplies:
  - Maintain a count of supplies and document how quickly the EAS is using them.
  - Anticipate potential shortages and report what will be needed to the EAS Manager and the LEOC
- Supply overages:
  - Report any excess supplies to the LEOC. These supplies may be needed elsewhere



### **Monetary and Material Donations**

In the event of a catastrophic incident members of the community may offer donations directly at the EAS. These donations may take the form of food, water, personal hygiene supplies, equipment, and clothing. Depending on the severity of the incident and the length of time anticipated for evacuees to be at the EAS, these donations could be the only source of some supplies and equipment.

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.

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 EAS Operations

Depending on the severity of the incident the nature of the EAS will change from transportation access point to short term shelter operation. EAS Management staff needs to be prepared to expand or contract operations based on the incident. Outlined below are the key tasks required for ongoing EAS operations.



### Reporting

The purpose of reporting is to provide details on the EAS status and any issues that may be occurring. The EAS Manager is responsible for communicating this information through the appropriate chain of command to the LEOC and the sponsoring organization.

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 EAS 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 EAS
- Number of evacuees staying overnight at the EAS (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 household pets at the EAS
- Estimated time the EAS will be open



## Adjusting Operations to Changing Requirements

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

### **Utilizing Shelter Resident Leadership**

The local community's culture and nature of the disaster will influence the EAS 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 EAS, 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.

### **Competing Priorities**

During a catastrophic incident that affects large portions of the state, there will be limited resources and competing needs within the EAS and the community. It is important that fairness and transparency be apparent in arriving at solutions. For example, if there are not enough cots for all evacuees, priority should be given to the elderly, individuals with disabilities, children, adults with access and functional needs, and women who are pregnant. Food may be one of the largest issues especially if access to the community is cut off for days or weeks. It should be explained to evacuees that special dietary requirements will be met, if able, but that limited food supply will dictate the makeup of meals and the availability of snacks and specialty items.

The LEOC should be notified of all supply needs, and can be consulted concerning rationing or prioritizing of supplies.

### **Inadequate Shelter Space/Overcrowding**

Overcrowding could become an issue. It may be necessary to set up an additional EAS site or expand the current site. Report overcrowding to the sponsoring organization and the LEOC.



## Reunification Services

During a catastrophic disaster, individuals and/or family members may become separated. Services available for reuniting missing and displaced persons due to disasters may not be accessible in the first hours/days after the disaster. The EAS may become an information reunification spot for families. The EAS Manager should work with staff to:

- Ensure that all EAS evacuee records are legible and complete
- Keep a list of evacuees who have been medically evacuated



## Transportation

Transportation is the main purpose of the EAS in an impacted community. The EAS provides a location for community members to gather following a disaster to receive transportation assistance outside of the impact zone. Depending upon the severity of the incident, evacuation may not happen for days or weeks following the initial disaster. Missouri Department of Transportation has a plan for determining the safety of evacuation routes and will work closely with the LEOC through the SEOC for the safest evacuation route(s) possible.

Transportation assets should be staged near the EAS to await passable evacuation routes. Once routes are open for evacuation, the EAS Manager should work with the Logistics Chief to determine evacuee transportation priority. Special consideration should be given to persons with medical needs, the elderly, families with small children, and others who may need care beyond the scope of the EAS.

The LEOC should notify the SEOC of any transportation assistance needed from the state. Providing the SEOC with clear situational awareness of the EAS will expedite assistance. Evacuees should be briefed on what to expect when being transported from the impact zone:

- Every effort will be made to keep family units together during transport. Medical transport may be the exception.
- A limited number of personal effects will be allowed when evacuated due to limited space on buses.
- Service animals should not be separated from and will be transported with their owners.

### Household Pet Transportation

Separation of pets and owners will be avoided, if possible, but pets should not take the place of a person if resources are limited. Where a pet can travel in a carrier in its owner's lap or under its owner's seat, it may accompany its owner throughout the evacuation process. Limited resources to transport people may make it necessary to have separate transport of larger pets.

Any pet separated from its owner will be identified with a unique animal ID linking the pet to its owner, which will be provided at registration. Pet registration should be integrated with and can be set up in conjunction with evacuee registration. A written record including owner registration information and a record of responsibility and transfer of responsibility, should be established at the EAS and maintained with the animal throughout the evacuation process.

At the EAS, principal responsibilities of the household pet transportation area are preparation of registered pets for transport, loading of household pets traveling separately from their owners in transport cages and placing the cages onto the transport trucks. Some special considerations include:

- Instructing pet owners on where pets will be transported
- Maintaining pet ownership and responsibility records
- Assigning pets to a transport vehicle
- Tracking pets that are separated from their owner/family
- Providing regular updates on estimated number of evacuating animals needing sheltering to EAS Manager

A wide variety of vehicles may be employed for household pet transportation, provided environmental conditions during transport are maintained. Adequate airflow, temperature control, ability to monitor air quality and presence of redundant systems are critical features when considering long-range animal transport options.



### Transition to Closing

Demobilization of the EAS should be closely coordinated with the LEOC. The EAS Manager will need to work with the EAS Management Team to ensure that all evacuees have been transported out of the area and the EAS is no longer needed. The EAS Management Team may be asked to remain inside the impact zone, if safe, to assist with other emergency operations.

## Communications (Tactical and Public Information)



### Communications

Communication is integral to EAS 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 EAS facility establish communications with the LEOC as quickly as possible upon activation. If possible, the EAS Manager may want to appoint an EAS Communications Coordinator to handle all tactical communications in the EAS facility. During a catastrophic incident some forms of communication may not be viable; therefore, the EAS will need to have access to redundant forms of communication. Redundant communications equipment can include cell phones, internet, satellite phones, radio, etc.

If the selected EAS facility does not have communications equipment on-site 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 LEOC**

- Communicate regularly with the LEOC.
- Determine information to report to the LEOC and how often:
  - Number of evacuees
  - Number of new registrations
  - Demographic information of evacuees
  - Feeding numbers (numbers of people served at each meal)
  - Supply inventories and projected requirements
  - Staff count (and anticipated staff shortages/overages)
  - Types of services available at the site
  - Any other issues (e.g., resource issues, communications problems, facility problems, security issues, population problems, significant shortfalls, and unmet needs)

### **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.
- Provide translators/interpreters to support information sharing at daily meetings and updates (if possible).
- Maintain bulletin/message boards

Establishing daily schedules and activities will promote routine for evacuees in an otherwise chaotic environment. Tools to assist with this include:

- Establish a bulletin board where messages, information, and rules and routines will be posted. Also share these verbally, in other languages, and in alternate formats as needed.
- Establish and post a schedule in multiple places. Consider the following:
  - Showering schedule for sign-up if available
  - Meal serving times
  - Lights out
  - Transportation schedules
- Schedule a daily staff meeting
  - Updates on the evacuee population
  - Updates of disaster operation, including any changes in staff assignments or responsibilities
  - Needs of evacuees and staff
  - Any challenges or issues that need priority action
- Conduct an evacuee meeting at the same time every day to:
  - Communicate pertinent information to keep everyone adequately informed
  - Address any issues they may have

### **Communication with Staff**

- EAS Management staff should check-in regularly with EAS staff.
- The EAS Manager should conduct daily 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
  - Purpose of the EAS facility
  - What evacuees should bring with them
- It may be necessary to communicate that people bring certain personal items with them 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 EAS facility and what will not be transported on buses.

### **Media**

In the hours following a catastrophic incident media may not be present at or near the EAS facility. However, as access to the area increases media may find a way to access EAS facilities.

- 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 EAS Manager and the LEOC if/when media arrive and have a staff member accompany them to explain EAS 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 dormitory 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 area.
  - 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 EAS. 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.

## Health and Medical



In a catastrophic incident the EAS 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 EAS need to be prepared to provide triage, contact emergency medical responders, and sustain medical operations until injured are evacuated out of the area or until more robust medical responders arrive.



### Evacuee Triage

As evacuees arrive at the EAS and process through registration they should also be directed to a medical professional (if available) 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 if still functional, closest field medical facility, or monitored in an isolated area until air evacuation can arrive.



### Caring for the injured and ill

Traditional shelter facilities are not capable of handling injured or ill residents. The EAS facility, however, needs to be prepared to identify the injured and the ill as well as provide basic care until emergency medical care is available in the area.

Work with the LEOC to identify medical resources in the area who can assist the injured who show up at the EAS.



## Pharmaceuticals

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

## Checklists



Successful operations rely on the coordinated performance of the following:

- **EAS 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 EAS. Keep accurate records of food and supplies received and expended.
- **Dormitory Management:** Set up sleeping areas. Ensure that evacuees have assigned areas for sleeping. Monitor the dormitory area to maintain a safe and quiet area to sleep/rest.
- **Staff Recruitment:** Recruit, place, and support staff assigned to the EAS. Provide opportunities to evacuees to serve as volunteers in the EAS. Maintain records of all workers that assist with operation.
- **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.
- **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.



## **EAS Manager Checklist**

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

### **Opening**

- Determine scope of EAS services based on coordination with the Local Mass Care Coordinator and the LEOC
- Survey and layout the space plan for the EAS
- 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
- Contact LEOC to discuss:
  - Process for requesting resources
  - Reporting requirements
  - Location of food supplies (vendor information, etc.)
  - Contact information for the Local Mass Care Coordinator
  - Security coverage, if necessary
  - Anticipated evacuee population
  - Other disaster specific details that pertain to EAS operations
- Develop a staffing plan for the next 48-72 hours
- Coordinate recruitment of additional personnel. Encourage involvement of evacuees where feasible
- 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
- Update all contact information regularly (phone numbers, email, radio frequency):
  - Sponsoring organization or agency POC
  - LEOC
  - EAS Staff
  - Health services contacts

### **Closing**

- Discuss plans for closing the EAS with the LEOC
- Discuss closing plans with EAS 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 EAS go through registration. Complete, legible, and accurate information is needed.

### Opening

- Set up registration table near entrance. Welcome those entering and answer any questions
- Provide enough registration tables to handle evacuees
- 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 (or Salamander RAPIDTAG EVAC) **Use one form per family.**
- 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

**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 CAS

### 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 EAS to go to the registration desk and sign out
- Provide general evacuee information
- Sign in and escort official visitors, including the media, to the EAS Manager (if applicable)

### Closing

- Ensure that registration forms are forwarded to the appropriate location, as instructed by the EAS Manager

## Transportation Checklist

The Transportation staff identifies and secures local transportation resources, oversee the 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 and transportation services provided for self-evacuees.

### Opening

- Meet with EAS 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, as available
  - Bus loading and dispatch
- Establish process flow for movement of evacuees from reception to loading and departure
- Establish crowd control for evacuees waiting to load
- Post relevant signage in transportation areas

### Ongoing

- Continue to receive, unload, load and dispatch buses and other transportation resources
- Keep records:
  - Maintain lists of all local transportation resources obtained
  - Keep receipts of all expenses incurred
  - 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 as directed by EAS Manager
- Return transportation areas to their original condition
- Forward all paperwork to the appropriate location, as instructed by the EAS Manager.





## Feeding Checklist

The Feeding staff advises Logistics and the EAS 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 EAS 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 meal times, 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
- 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
- Report any problems or needs to EAS Manager

**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)



## Shelter Checklist

Shelter staff are responsible for setting up and assigning sleeping areas within the dormitory. Additionally, the Shelter Manager coordinates with Logistics or the EAS Manager for cots, blankets, and hygiene kits. Staff will also monitor the dormitory area to maintain a safe and quiet environment for evacuees to sleep and rest.

### 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 EAS 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 dormitory area.



## Shelter Checklist – *Continued*

### **Ongoing**

- Communicate to evacuees that personal items are the responsibility of the individual
- Post rules in appropriate languages within the dormitory and monitor the dormitory to ensure rules are being followed
- Post the “lights out” and “quiet hours” schedule within the dormitory
- 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 dormitory equipment in conjunction with EAS Manager.
- Take down and clean equipment (cots, blankets, etc.) as required
- Return equipment as requested by the EAS Manager.
- Clean the dormitory 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 EAS Manager and other supervisors to determine each function in the EAS. 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 existing population for possible staff. Look for people with the type of skills and abilities needed to fill various EAS positions.
- Keep a daily record of all EAS 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 EAS Manager what statistics will be needed for the daily report. Track and provide this information consistently.

### Closing

- Provide all records needed for retention to the LEOC
- Ensure staff and volunteers are evacuated out of the impact zone once released or reassigned to another operation as appropriate



## 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
- Perform a structural review of the facility if seismic activity has occurred. Use the *FEMA Rapid Visual Screening of Buildings for Potential Seismic Hazards* (See Tools and Resources)
- 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 EAS 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



## 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 EAS 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 EAS 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
- Determine special diets needed and discuss these with your EAS Manager
- Note individuals with communicable diseases (i.e., flu, lice) and discuss appropriate interventions with the EAS 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 EAS, 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 EAS staff a security team should be identified for the EAS site. The security staff should secure the building prior to evacuee arrival, monitor security during EAS 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-through 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 EAS operations. During a catastrophic incident primary communications system(s) 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 EAS 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 EAS 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 EAS 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:
  - EAS Field Guide
  - Red Cross Shelter Field Guide
  - Copy of position Checklist
  - Copy of position Coaching Aid
  - EAS 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 EAS 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



## EAS Management Coaching Aid

### Self-Study

- Have trainee review the following sections of the EAS Field Guide:
  - Introduction
  - Before Opening an EAS
  - Opening an EAS
  - 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 EAS*

- The fundamental objectives of EAS operations
- The first three steps in opening an EAS
- 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 EAS*

- 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.)
- Daily management of registration; dormitory management; health and mental health services; food services; logistics
- Communications

#### *Ongoing EAS Operations*

- Reporting structure and tools
- Reunification services
- Transportation and evacuation

### *Transition for Closing*

- Discuss the operations periods and evacuation schedule if available

### *Closing the EAS*

- EAS 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 EAS 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

### **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 EAS.



## Registration Coaching Aid

### Self-Study

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

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

### Discussion Points

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

#### *Before Opening An EAS*

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

#### *Opening An EAS*

- 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 EAS Operations*

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

#### *Transition for Closing*

- Tracking evacuees as they leave the EAS
- Documentation maintenance

#### *Closing the EAS*

- 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

**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 EAS



## Feeding Coaching Aid

### Self-Study

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

- Introduction
- Before Opening a Shelter
  - Determine the Scope of Shelter Services Needed
  - Site Layout and Setup
- Opening an EAS
  - Activation
  - Health and Mental Health
  - Feeding
- Ongoing EAS 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.

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#### *Before Opening An EAS*

- Meal schedules
- Special dietary needs
- Cultural preferences
- Food service staff

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#### *Opening An EAS*

- Food and supply inventory
- Food and supply ordering

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#### *Ongoing EAS Operations*

- Required reporting
- Food service rules for evacuees





## Feeding Coaching Aid – *Continued*

### *Transition for Closing*

- Discuss any information needed from food service to make closing determination

### *Closing the EAS*

- 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

### **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



## Shelter Coaching Aid

### Self-Study

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

- Introduction
- Before Opening an EAS
  - Site Layout and Set-Up
- Opening an EAS
  - Activation
  - Dormitory Management
- Ongoing EAS Operations
  - Transition to Closing
  - Closing Schedule
  - Document Retention
- Checklists
  - Dormitory Checklist

### Discussion Points

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

---

#### *Before Opening An EAS*

- Setting up the dormitory
- Dormitory rules
- Personal hygiene/comfort items
- Dormitory staff

---

#### *Opening An EAS*

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

---

#### *Ongoing EAS Operations*

- Dormitory rules
- Dormitory security
- Required reporting



## Shelter Coaching Aid – *Continued*

### *Transition for Closing*

- Discuss triggers that could signal it is time to close the EAS
- Discuss any information needed from the dormitory to make a closing determination

### *Closing the EAS*

- 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

### **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 EAS Field Guide:

Introduction

- Before Opening an EAS
  - Site Layout and Setup
- Staffing
- Opening an EAS
  - Activation
  - Transition to Closing
- Ongoing EAS 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 EAS*

- Staffing requirements
- Recruitment possibilities
- Policies and procedures

#### *Opening An EAS*

- Staff schedule for each function
- Recruitment

#### *Ongoing EAS Operations*

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

#### *Transition for Closing*

- Discuss triggers that could signal it is time to close
- Discuss any information needed from staffing to make closing determination

#### *Closing the EAS*

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

## **Staff Recruitment Coaching Aid – Continued**

### **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

### **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 EAS Field Guide:

- Introduction
- Before Opening an EAS
  - Site Selection
  - Evacuation Routes
  - Site Layout and Set up
  - Logistics
  - Safety and Security
  - Fire Safety and Structural Integrity
- Opening an EAS
  - Activation
  - Logistics
- Ongoing EAS 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 EAS*

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

#### *Opening An EAS*

- Facilities maintenance
- Inventory control
- Procurement
- Financial authorities



## Logistics Coaching Aid – *Continued*

### *Ongoing EAS 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 to make a closing determination

### *Closing the EAS*

- 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 EAS Field Guide:

- Introduction
- Before Opening an EAS
  - Determine the Scope of Services Needed
  - Site Layout and Set up
  - Functional Needs Support Services
- Opening an EAS
  - Activation
  - Registration
  - Health and Mental Health
- Ongoing EAS 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 EAS*

- Scope of EAS Operations/FNSS Requirements
- Policies and procedures

#### *Opening An EAS*

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

#### *Ongoing EAS 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 to make a closing determination

### *Closing the EAS*

- 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 EAS Field Guide:

- Introduction
- Before Opening an EAS
  - Site Layout and Set up
- Opening an EAS
  - 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.

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#### *Before Opening An EAS*

- Communications needs for the EAS
- Policies and procedures

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#### *Opening An EAS*

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

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#### *Ongoing EAS Operations*

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

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#### *Transition for Closing*

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

## Communications Coaching Aid – *Continued*

### *Closing the EAS*

- 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 EAS Field Guide:

- Introduction
- Before Opening an EAS
  - Site Selection
  - Evacuation Routes
  - Site Layout and Set up
  - Safety and Security
  - Fire Safety and Structural Integrity
- Opening an EAS
  - Activation
  - Registration
- Ongoing EAS 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 EAS*

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

#### *Opening An EAS*

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

#### *Ongoing EAS Operations*

- Reporting requirements
- Monitoring safety and security in the EAS
- 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 to make a closing determination

### *Closing the EAS*

- 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

## Tools and Resources



### Resource Links

American Humane Association	<a href="https://www.americanhumane.org/">https://www.americanhumane.org/</a>
American Red Cross	<a href="http://www.redcross.org">http://www.redcross.org</a>
American Society for the Protection of Cruelty to Animals (ASPCA)	<a href="https://www.aspca.org/">https://www.aspca.org/</a>
Best Friends Animal Society	<a href="https://bestfriends.org/">https://bestfriends.org/</a>
Caring for Our Children: National Health and Safety Performance Standards	<a href="https://nrckids.org/CFOC">https://nrckids.org/CFOC</a>
Center For Disease Control (CDC) – Emergency Preparedness & Response	<a href="https://emergency.cdc.gov/">https://emergency.cdc.gov/</a>
CDC Pandemic Flu Guide for Shelter	<a href="https://www.cdc.gov/coronavirus/2019-ncov/php/eh-practitioners/general-population-disaster-shelters.html">https://www.cdc.gov/coronavirus/2019-ncov/php/eh-practitioners/general-population-disaster-shelters.html</a>
Department of Justice (DOJ) ADA Shelter Checklist	<a href="https://www.ada.gov/shleterck.htm">https://www.ada.gov/shleterck.htm</a>
ADA Best Practices Tool Kit for State and Local Governments: Access for All in Emergencies and Disasters	<a href="https://www.ada.gov/pcatoolkit/chap7shelterprog.htm">https://www.ada.gov/pcatoolkit/chap7shelterprog.htm</a>

<p><b>FEMA Guidance on Planning for Integration of Functional Needs Support Services in Shelters</b></p>	<p><a href="https://www.fema.gov/pdf/about/odc/fnss_guidance.pdf">https://www.fema.gov/pdf/about/odc/fnss_guidance.pdf</a></p>
<p><b>FEMA Reference Guide for Persons with Disabilities</b></p>	<p><a href="https://www.dhs.gov/sites/default/files/publications/07_0518-section-689-reference-guide.pdf">https://www.dhs.gov/sites/default/files/publications/07_0518-section-689-reference-guide.pdf</a></p>
<p><b>FEMA Public Assistance Program and Policy Guide &amp; Fact Sheets</b></p>	<p><a href="https://www.fema.gov/assistance/public/policy-guidance-fact-sheets#pappg">https://www.fema.gov/assistance/public/policy-guidance-fact-sheets#pappg</a></p>
<p><b>Guidelines for Out-of-Home Child Care, 2nd Edition</b></p>	<p><a href="#">Caring for Our Children   National Resource Center (nrckids.org)</a></p>
<p><b>Helping Children Cope With Traumatic Events</b></p>	<p><a href="https://www.childcareaware.org/our-issues/crisis-and-disaster-resources/tools-publications-and-resources/helping-children-understand-and-cope-with-disasters/">https://www.childcareaware.org/our-issues/crisis-and-disaster-resources/tools-publications-and-resources/helping-children-understand-and-cope-with-disasters/</a></p>
<p><b>HHS Health Information Privacy Act (HIPPA) information for Emergency Preparedness</b></p>	<p><a href="https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/index.html">https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/index.html</a></p>
<p><b>Infants &amp; Young Child Feeding in Emergencies: Operational Guidance on Infant Feeding in Emergencies</b></p>	<p><a href="https://www.enonline.net/operationalguidance-v3-2017">https://www.enonline.net/operationalguidance-v3-2017</a></p>
<p><b>Initial Intake &amp; Assessment Tool-HHS/ American Red Cross</b></p>	<p><a href="#">Sheltering Handbook (crcog.org)</a></p>



<b>Keeping Children Safe - A Policy Agency for Day Care in Emergencies</b>	<a href="#"><u>Missouri - Child Care Aware® of America</u></a>
<b>National Commission on Children and Disasters</b>	<a href="https://crcog.org/wp-content/uploads/2017/12/Recommendations-of-the-National-Commission-on-Children-and-Disasters.pdf"><u>https://crcog.org/wp-content/uploads/2017/12/Recommendations-of-the-National-Commission-on-Children-and-Disasters.pdf</u></a>
<b>NASAAEP: Animal Evacuation and Transportation</b>	<a href="#"><u>The Association for Animal Welfare Advancement Learning Center: Crisis &amp; Disaster Response (theaawa.org)</u></a>
<b>NVOAD Disaster Spiritual Care Points of Consensus</b>	<a href="https://www.nvoad.org/wp-content/uploads/poc_disasterspiritualcare.pdf"><u>https://www.nvoad.org/wp-content/uploads/poc_disasterspiritualcare.pdf</u></a>
<b>Rapid Visual Screening of Buildings for Potential Seismic Hazards: A Handbook</b>	<a href="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"><u>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</u></a>
<b>Substance Abuse &amp; Mental Health Services Admin</b>	<a href="http://www.samhsa.gov/"><u>http://www.samhsa.gov/</u></a>
<b>Safe and Well</b>	<a href="https://disastersafe.redcross.org/"><u>https://disastersafe.redcross.org/</u></a>
<b>Serv-Safe®</b>	<a href="http://www.servsafe.com/"><u>http://www.servsafe.com/</u></a>
<b>Society of Animal Welfare Administrators (SAWA)</b>	<a href="http://www.professionalprograms.net/bookstore/product-category/conferenceaudio/the-society-of-animal-welfare-administrators-sawa/"><u>http://www.professionalprograms.net/bookstore/product-category/conferenceaudio/the-society-of-animal-welfare-administrators-sawa/</u></a>
<b>Americorps</b>	<a href="https://www.americorps.gov/"><u>https://www.americorps.gov/</u></a>
<b>HHS Maternal-Child Emergency Planning Toolkit</b>	<a href="https://www.phe.gov/Preparedness/planning/abc/mch-planning-toolkit/Pages/default.aspx"><u>https://www.phe.gov/Preparedness/planning/abc/mch-planning-toolkit/Pages/default.aspx</u></a>

<p><b>Humane Society of Missouri</b></p>	<p><a href="https://www.hsmo.org/">https://www.hsmo.org/</a></p>
<p><b>The Sphere Project: Humanitarian Charter &amp; Minimum Standards in Disaster Response</b></p>	<p><a href="https://www.unhcr.org/en-us/partners/guides/3b9cc1144/humanitarian-charter-minimum-standards-disaster-response-courtesy-sphere.html">https://www.unhcr.org/en-us/partners/guides/3b9cc1144/humanitarian-charter-minimum-standards-disaster-response-courtesy-sphere.html</a></p>
<p><b>WHO: Environmental Health in Emergencies &amp; Disasters</b></p>	<p><a href="#">Environmental health in emergencies and disasters : a practical guide / edited by B. Wisner, J. Adams (who.int)</a></p>
<p><b>Women &amp; Infants Service Package (WISP)</b></p>	<p><a href="http://www.whiteribbonalliance.org/">http://www.whiteribbonalliance.org/</a></p>
<p><b>FEMA: Private Nonprofit (PNP) Facility Eligibility</b></p>	<p><a href="http://www.fema.gov/government/grant/pa/9521_3.shtm">http://www.fema.gov/government/grant/pa/9521_3.shtm</a></p>

## 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

### Health Department

Contact Name

Contact Phone Number

Address