ANNEX B: MASS CARE & SHELTER

Plumas County OA EOP 2020

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A. MASS CARE & SHELTER

Introduction

Mass care and shelter is an organized way of providing safe havens for large numbers of people temporarily displaced from their dwellings by emergencies/disasters. Care and shelter operations are needed during many disasters and should be considered during initial phases. Upon recommendation of evacuations, care and shelter operations should be established. This section provides an overview of care and shelter operations to address the need for temporary shelter during large-scale emergencies and/or major disasters. This plan does not apply to day-to-day emergencies.

In Plumas County, the agency responsible for care and shelter is Plumas County Department of Social Services (DSS). DSS maintains the Care and Shelter Operations Plan for Plumas County. DSS also ensures that the agency has county staff trained in shelter operations.

The American Red Cross (ARC) is mandated by Congress to provide mass care and Disaster Welfare Inquiry (DWI) assistance for victims of natural disasters.

Sheltering in Plumas County will be opened and operated by the DSS under the direction of PCSO-OES. ARC may be utilized in large scale and/or long term events. PCSO-OES will facilitate any shelter transition to ARC if determined appropriate.

Shelter Operations

DSS is responsible for establishing shelters within Plumas County upon direction of local authorities (Office of Emergency Services). DSS will establish and operate shelters in accordance with the policies defined in this Plan. DSS staff assigned to manage sheltering operations shall receive shelter management training.

Activation of Care and Shelter Plan

When it is identified that shelters may be needed:

- Immediately contact PCSO-OES. OES will determine the need to activate. If the OA EOC is activated, contact the EOC Director
- OES (and/or the EOC) will activate the DSS Emergency Preparedness and Shelter Team
- OES (and/or the EOC) will notify the Social Services Director or Deputy Director to provide a staff person to serve as the Care and Shelter Branch Coordinator at the EOC.
- DSS EP Team will notify Care and Shelter staff and brief on the situation and needs.

Role of Public Health in Mass Care & Shelter

Public Health is responsible for ensuring that the medical and health needs of the community are met during a disaster, this includes the medical needs of shelter populations. Public Health, will coordinate for the medical needs of shelter residents. This may include:

- Coordinating for the provision of Public Health Nurses or other medical staff for shelters
- Collocating medical needs shelter with a general population shelter
- Coordinating with existing healthcare facilities to meet the medical needs of evacuees/shelter residents

Care & Shelter Branch of EOC

The EOC will staff a Care and Shelter Branch located in the Operations Section to coordinate care and shelter activities.

The Care & Shelter Branch ensures implementation of the County plan for the mass care and shelter of persons displaced by the disaster. It is also the primary link in regards to other departments, county, state, and voluntary agency response for the coordination of care and shelter disaster services.

Care & Shelter Branch Responsibilities:

- Determine the care and shelter needs in the operational area
- Identify and confirm of shelter sites
- Activate necessary shelter MOUs for site use
- Coordinate congregate feeding with volunteer agencies.
- Preparation of action plans listing objectives to be accomplished, formulation of strategies to achieve objectives, and advance planning considerations related to care and shelter operations.
- Obtain Situation Reports from shelter sites
- Identify resources needed for care and shelter operations
- Coordinate and schedule shelter staff
- Arrange for the provision of sign language speakers for the hearing impaired and appropriate translation services to non-English speakers at shelter sites
- Ensure sites observe Americans with Disabilities guidelines and laws.
- Coordinate with the Medical-Health Branch for medical and behavioral health service provisions within the shelter
- Coordinate with the Law Branch for shelter security

During the pre-incident phase, these activities will be conducted at PCDSS until the EOC is activated. The Care & Shelter Branch shall continue to be active until the EOC Director has closed all care and shelter locations and demobilized the Care and Shelter Branch.

B. Shelter Site Policies

Policies ensure safety security, and consistency across County sponsored-shelter sites. The following policies will be implemented, uniformly, at all Plumas County sponsored and operated shelter sites. For sites operated by organizations other than Plumas County (i.e. private-nonprofit, American Red Cross) the policies are available for use but Plumas County cannot require use and implementation. American Red Cross will utilize their standard set of policies and procedures for use in their shelter sites.

Policies provide a standard set of rules and procedures for Plumas County operated shelter sites. Policies will be enforced by shelter management and shelter security team. Any issues with will be reported to the EOC. Any variance from the set procedures will be at the discretion and direction of the Plumas County Sheriff's Office – OES and/or the EOC Director.

Media and Social Media at Shelter Sites

Resident safety and privacy is of the utmost importance. The following policies address media and use of social media at the shelter sites.

Media at Shelter Sites

Shelter Management Team should anticipate welcoming media representatives to the site during an activation. The following procedures will be enacted to balance the media's need to for the story with the privacy rights of the shelter residents.

- Signage will be posted at shelter entrance requiring all media to check in upon arrival
- Staff will notify the shelter manager or assigned Public Information Officer (PIO) upon arrival
- Media will be asked to wait at check in or a designated area for the PIO, shelter manager, or designee
- Media will be escorted at all times
- Media will only be permitted in common areas and will not be permitted inside dormitory areas

If an interview will be conducted inside a common area of the shelter, an announcement will be made to residents and staff to allow them to exit if they do not wish to be photographed or on video

Site PIO or designee shall:

- Provide a copy of this policy to the media
- Greet media in a timely manner
- Escort the media while on site
- Conduct on-site interviews or answer questions of the media pertaining to shelter activities at this site
- PIO will avoid addressing activities and elements of the response outside their scope
- Answer only questions related to this shelter site, if you are only representing this site.
- Direct the media to the EOC PIO for non-shelter related questions
- PIO is to provide only facts and avoid conjecture or speculation
- Be prepared with basic information such as:
- Number of overnight residents
- Number of new registrations
- Demographic information of shelter population
- Types of services available at the site (e.g., household pet care and feeding of non-residents, behavioral health
- Make every effort to protect the confidentiality of the shelter residents
- Will not take close up photos or video and post to social media or provide to media without consent

Media will:

- Follow the rules provided in this policy
- Check in upon arrival
- Display proper media identification at all times
- Wait at designated area for the assigned spokesperson (PIO) to greet them
- Speak with only designated staff

- Be escorted by designated staff while on site
- Respect the privacy of shelter residents to include:
- Do not photograph or video dormitory areas
- Do not pressure residents for interviews
- Do not take up close photos or videos without obtaining permission from the resident
- Checkout when leaving the site

Social Media at Shelter Sites

Social media use is very prominent especially during a disaster. Social media provides a great connection for separated family and friends but can also invade privacy when in a congregate living situation such as a shelter site.

Shelter staff:

Are prohibited from taking photos and posting them to social media sites or sending to the media to include:

- Photos of the shelter site
- Photos of residents
- Photos of other shelter staff without consent

Public Information Officer:

- Make every effort to protect the confidentiality of the shelter residents
- Will not take close up photos or video and post to social media or provide to media without consent

Shelter Residents:

- Are asked to be respectful of those around them
- Make every effort to avoid taking and posting close up photos or video of other shelter residents and staff without their verbal consent.

Disclosure of Client Information at Shelter Sites

Identification and reunification is critical during disaster. Basic client/shelter resident information may be provided to further the reunification process. Client information including name and general location (at the shelter, left the shelter etc.) may be provided to anyone directly inquiring (by name), as well as, provided to organizations conducting missing persons accountability and facilitating reunification.

More detailed client information may be shared with law enforcement and disaster relief organizations (such as the Red Cross) which are authorized by law or by their charters to assist in disaster relief efforts, for the purpose of coordinating the notification of family members or other persons involved in the

client's care, of the client's location, general condition, or death. It is unnecessary to obtain a client's permission to share the information in this situation if doing so would interfere with the organization's ability to respond to the emergency.

Disclosures to the Media or Others Not Involved Client Reunification & Notification.

Upon request for information about a particular client by name, a facility (shelter) may release limited

facility directory information to acknowledge an individual is a client/resident at the facility and provide basic information about the client's condition (if a medical shelter) in general terms (e.g., stable, deceased, or treated and released) if the patient has not objected to or restricted the release of such information or, if the patient is incapacitated, if the disclosure is believed to be in the best interest of the patient and is consistent with any prior expressed preferences of the patient. Reference 45 CFR 164.510(a).

General or aggregate information (such as in mass casualty events) that does not identify and individual or meets the requirements of the HIPAA Privacy Rule's de-identification provisions is not considered PHI (e.g., X number of casualties were received by the hospital with the following types of injuries).

Minimum Necessary

For most disclosures, make reasonable efforts to limit the information disclosed to that which is the "minimum necessary" to accomplish the purpose. (Minimum necessary requirements do not apply to disclosures to health care providers for treatment purposes.) Covered entities may rely on representations from a public health authority or other public official that the requested information is the minimum necessary for the purpose.

This policy is based on the standards set forth in HIPAA to ensure the minimum necessary is disclosed regarding our clients. Not all clients are receiving health related services at a shelter site, however, some may. HIPAA was utilized to ensure client information is protected.

Camping at Shelter Sites

- Plumas County will NOT permit camping of any kind on the shelter site property to include the parking lot.
- Camping includes but is not limited to the following:
- Sleeping outside the shelter on the grounds
- Setup and occupy and/or sleeping in tents
- Sleeping in vehicles
- Sleeping in RVs, trailers, or other mobile housing units in areas not designated for this use *(see below for designated location flexibility)*
- Shelter Security will enforce this policy

Violators will be asked to vacate their camp and either move inside the shelter or leave the property

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The Shelter Rules will reference this policy and will be:

- Clearly posted at the site
- Provided at the time of check-in and registration
- Plumas County Sheriff's Office – OES and/or the EOC Director has the authority to modify this policy as deemed necessary for the size and scope of the incident.
- Any modification of this policy will be provided in writing to Shelter Site Management Team, Shelter Site Security Team and local law enforcement

Animals at Shelter Sites

Pets and livestock frequently accompany residents during an evacuation. Residents who have pets or livestock are encouraged to have an animal evacuation plan that includes transportation and shelter arrangements.

Pets and animals are generally not allowed in shelters housing people. Shelter staff and volunteers should discourage people from leaving their pets in cars, even in a disaster situation.

Animal Shelters. Whenever possible and if resources are available, temporary animal shelters/holding facilities may be located in or as close as possible to Mass Care shelters. Animal evacuation and sheltering is addressed in Annex F of this Plan.

In certain instances, at the discretion of the EOC Director and/or OES, pets may be sheltered in an area of the facility separate from Shelter Resident areas. Types of pets are restricted based on shelter space. The EOC/OES will identify.

Shelter staff members are prohibited from attempting to create and run animal shelters in conjunction with their assigned emergency shelters without the express consent of the EOC/OES.

Service Animals

Service animals are exempt from the statement above. Service animals are welcome at Shelter Sites.

Definition of a Service Animal

A dog that is trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability. The work or tasks performed by a service animal must be directly related to the individual's disability (28 CFR 35.104; Health and Safety Code § 113903).

Service animal also includes a miniature horse if the horse is trained to do work or perform tasks for people with disabilities, provided the horse is housebroken, is under the handler's control, the facility can accommodate the horse's type, size and weight, and the horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility (28 CFR 35.136(i)).

Service animals aid people with a variety of disabilities to include: alerting people who are deaf or hard of hearing to sounds; pulling wheelchairs; carrying or retrieving items for people with mobility

disabilities or limited use of arms and hands; assisting people with disabilities to maintain their balance; and alerting people to, and protecting them during medical events, such as seizures

Identification of Service Animal

Some service animals may be readily identifiable. However, many do not have a distinctive symbol, harness or collar. If it is apparent or if a member is aware that an animal is a service animal, the individual generally should not be asked any questions as to the status of the animal. If it is unclear whether an animal meets the definition of a service animal, the member should ask the individual only the following questions (28 CFR 35.136(f)):

- Is the animal required because of a disability?
- What task or service has the service animal been trained to perform?

If the individual explains that the animal is required because of a disability and has been trained to work or perform at least one task, the animal meets the definition of a service animal and no further questions as to the animal's status should be asked. The individual should not be questioned about his/her disability nor should the person be asked to provide any license, certification or identification card for the service animal.

Ensure the following is addressed with the client:

- Assign a dog relief area and provide waste bags/supplies
- Address who is responsible or feeding and caring for the service animal
- Provide sufficient dormitory space for both the person and service animal, preferably in a quiet location
- Make arrangement for space for those who may have allergies to the animal

Removal of a Service Animal

If a service animal is not housebroken or exhibits vicious behavior, poses a direct threat to the health of others, or unreasonably disrupts or interferes with normal operations, the Shelter Manager and/or Shelter Security may direct the handler to remove the animal from the premises. Barking alone is not a threat nor does a direct threat exist if the person takes prompt, effective action to control the service animal (28 CFR 35.136(b)).

Complaints

When handling a complaint regarding a service animal, the Shelter Manager/Shelter Security should remain neutral and should be prepared to explain the ADA requirements concerning service animals to the concerned parties. Shelters are required to allow service animals to accompany their handlers into the same areas that other customers or members of the public are allowed (28 CFR 36.302).

Absent a violation of law independent of the ADA, Shelter Security should take no enforcement action beyond keeping the peace. Individuals who believe they have been discriminated against as a result of a disability should be referred to the Civil Rights Division of the U.S. Department of Justice (DOJ).

Registered Sex Offenders

Registered Sex Offenders are required to self-identify during registration at an emergency shelter. The Shelter Manager should be notified immediately and should consult with the person in a way that protects their privacy. If Shelter Security includes local law enforcement, consult with LE on appropriate protections and actions.

The Shelter Manager, in consultation with Security (LE), should identify whether the person can be housed at the current site in a segregated area (i.e. separate room, building, male/female only area etc.).

If they cannot be accommodated at the current site, the EOC law branch should be consulted for alternative housing solutions.

If accommodated at the shelter site, Security lead should be notified and this information should be conveyed to incoming Shelter Manager & Security Lead to ensure the resident is monitored.

Visitors to Shelter Sites

The Shelter site provides a temporary home for the evacuees. Dormitory and common areas should be kept separate whenever afforded. Visitors can pose a health and safety risk to the shelter residents. Visitors including large groups or VIPs can cause disruption to the shelter. Visitation can be denied if it causes disruption, poses a safety or health risk, or the site is not equipped to handle additional people.

- Visitors to shelter sites should be limited to the minimum necessary.
- Visitors should be directed to check in and state their reason for visiting.
- Visitors will be given a Visitor Name Tag that will be dated and must be worn at all times
- Visitors are not permitted to enter the dormitory area.
- Any resident visitation should take place in the common areas, not in the dormitory.
- Dependent on the size and scope of the incident, shelter residents should be encouraged to meet with non-shelter residents (family and friends) off site.
- Any on-site visitation should only take place during day time hours and can be changed at the discretion of Security Lead, Shelter Manager, or the EOC.
- Any visitor in violation of shelter site rules or causing disruption may be escorted off the site.

Vendors and Organizations at Shelter Sites

The shelter site provides a temporary home for evacuees and should not be a place of commerce. Vendors do provide services to the people and can play an integral role in recovery during a disaster. Therefore, a balance must be present to provide access to services without impacting the temporary housing site.

Vendors must check in with security. Security Lead or the Shelter Manager will discuss with the vendor and identify:

- the service or product he/she is providing
- whether this service/product is free or at a cost
- whether this service/product is accessible to all

Security Lead or the Shelter Manager will determine:

- If the site has the space to safely and securely support vendor services onsite
- Whether the service/product is free and accessible to all
- The vendor does not pose a security risk

If there is space available, a need for the service, the service/product is free and accessible to all, and does not pose a security risk, the vendor may be checked in and provided designated space on the site.

- The vendor should be provided a copy of the shelter rules as well as any expectations for providing the product/service on the site.
- The vendor should be notified that access is subject to change at any time and without notice.
- The vendor may be escorted off the site if they violate the rules or cause disruption.

If the Security Lead and Shelter Manager are uncertain if the vendor meets the qualifications to be provided access and space at the shelter site, contact the EOC for direction.

Donations at Shelter Sites

Shelters will neither solicit nor accept donations – monetary or otherwise. All donations will be referred to the appropriate Donation Manager identified by the EOC.

The EOC will make arrangements related to transportation of donations to the shelter site as needed.

Closure of Shelter Site

Emergency shelters are temporary locations used during response phase operations and are not intended as a long term housing solution. As such, a shelter demobilization plan should be developed early in the incident. Shelter consolidation may also occur as part of the demobilization plan if more than one emergency shelter is open for the incident. Shelter closure will be based on a number elements including shelter population data, status of the emergency/response, availability of the facility, and impact on housing and housing availability.

Authority to Close Emergency Shelter Sites:

- Plumas County Sheriff's Office- OES (Director of OES, Deputy Director OES), and/or
- Plumas County OA EOC Director

Triggers for Closing a Shelter

Incident-Related "All Clear"

- The incident may be over and/or repopulation has occurred - residents are allowed to return to their homes.
- Decreasing Shelter Population
- As repopulation begins, shelter residents decrease
- Consider alternative housing solutions for residents who are unable to return to their homes
- Facility no longer available for use
- Determine need for shelter and alternative sites if sheltering is still required

Procedure for Shelter Closure

- o Develop Shelter Demobilization & Closure Plan
- o **Determine the time of the shelter closure**
- o If shelter still has residents, residents should be given 24-48 hours notice prior to closure
- o Determine when the last meal will be served
- o Clean up and demobilization time should be accounted for when determining shelter closure timeline
- o Determine agencies and staff needed for the shelter closure
- o Behavioral Health Counselors
- o Social Workers
- o Subject Matter Experts (such as a Building Inspector to explain building safety)
- o Agencies who can assist with client housing needs
- o Public Information Officers
- o Clean Up staff
- o Staff Schedules
- o Create staff schedule for shelter closure
- o Call off shelter staff that may have been scheduled for shelter shifts
- o Demobilize any non-essential shelter staff
- o Communicate Demobilization & Closure Plan

- o Notify Shelter Management Team, shelter staff and auxiliary partners serving the shelter of impending shelter closure
- o Keep Shelter Team members informed of the actions and timeline to close the shelter. This helps dispel rumors and ensures a deliberate and effective progression to closure.
- o Notify facility owner
- o Notify shelter residents
- o Post closure time in shelter common areas
- o Share clear, concise and timely notice of a confirmed shelter closing date with residents, staff and the community
- o Provide advance notification of the shelter closing to help mitigate any negative reaction from the residents (24-48 hrs notice)
- o Notify the public of shelter closure date and time via public information channels
- o Arrange for recovery assistance (as needed)
- o Shelter residents should be returned to their previous housing or housing equivalent or provided access to recovery assistance
- o Provide access to transportation as needed for repopulation or movement to alternative housing solution
- o Provide access to pet reunification
- o Provide information on safe repopulation of disaster impacted areas
- o Shelter Sit Cleanup and demobilization
- o Cleaning and return of loaned or rented equipment
- o Cleaning and restock of supply cache
- o Disposal and/or donation of excess expendable materials and supplies
- o Removal of internal and external signage
- o Cleaning and repair of site
- o All areas of shelter must be cleaned and returned to pre-shelter condition.
- o Inspection and completion of site release documentation.
- o Resolve any discrepancies through agreements to make repairs to damaged areas, etc.
- o Date/time when facility will be released to owner
- o Documentation and Fiscal
- o Fiscal staff to shelter site to collect and collate personnel documentation including timecards, ICS 214s, ICS 211 and other incident documentation
- o Collect and collate shelter resident documentation
- o Ensure site contract documentation is completed

APPENDICES Plumas County OA EOP 2020

APPENDIX B-1 Shelter Opening Checklist

Opening the Shelter Checklist

■ **Initial Call for a Shelter**

- o Receive call from OES to activate shelter OR
- o Receive call to be on Standby to activate shelter (See next section.)
- o What type of shelter is needed?
- o Cooling
- o Heating
- o Evacuation Center
- o Staging
- o Overnight/Full shelter
- o Determine expected opening time
- o Determine scope of shelter services
- o Number of individuals expected
- o Identify where animals/pets will be sheltered
- o Sheriff/OES to make animal sheltering arrangements
- o Sheriff/OES to determine if activation of North Valley Animal Disaster Group (NVADG) is required for animal sheltering. NVADG 530-895-0000
- o Refer to Animals at Shelter Site Policy in this Annex

■ **Shelter Stand-By**

- o Contact the DSS Shelter Team and request two (2) staff to be on standby
- o If it is determined the shelter will open for more than 50 persons, request four (4) staff to be on standby
- o Standby
- o Give staff a timeframe for how long they will remain on standby (e.g. 2 hours, 4 hours)
- o Obtain a phone number where they can be reached
- o Let staff know they must be reachable at all times while on standby
- o Let staff know they do not receive standby pay
- o OES will notify the DSS Shelter Team when the standby order has been canceled or amended to opening an Evacuation Center or a full shelter
- o The DSS Shelter Team will update standby staff throughout the standby time period

- o Determine if a shelter trailer should be staged at shelter location
- o Request two staff to deploy the shelter trailer (if available)
- o Place trailer towing staff on Stand By if deployment is not yet necessary.
- o Contact staff residing closest to the shelter to be opened
- o Utilize the Emergency Shelter Contact List
- o Do not contact staff who reside in the Evacuation Zone, if possible

■ **Initial Staffing of the Shelter**

OES will contact the EP Coordinator or Shelter Team Lead if it is determined a full shelter must open. The DSS Shelter Team will verify the shelter site(s) with OES and get an estimate on shelter population.

- o Contact the shelter site if OES has not already done so.
- o Notify standby staff that a shelter is opening and have them report to the shelter site.
- o Notify appropriate number of staff, based on shelter population estimate.
- o 0-49 = 4 staff
- o 50-100 = 6 staff
- o 100+ = 8 staff
- o Refer to Staffing Chart in Appendix B for staffing after initial opening.
- o Deploy shelter trailer(s) by contacting Shelter Team Lead and Trailer Towing Staff.
- o Shelter Manager "Go" Boxes and other necessary supplies are located in trailers.

APPENDIX B-2 Shelter Sites

Common Shelter Facilities

Plumas Sierra County Fairgrounds
204 Fairground Rd.
Quincy, CA

Quincy Veterans Hall
274 Lawrence Street
Quincy, CA

Chester Veterans Memorial Hall
225 Gay Street
Chester, CA

APPENDIX B-3 MOUs for Sheltering Resources

Plumas County currently has the following MOUS in place for sheltering resources:

Facilities

Plumas-Sierra County Fairgrounds

- Includes human and animal shelter buildings
- Contract activation through Sheriff/OES
- The contract can be accessed by Sheriff/OES

Plumas Unified School District

- Contract for use of designated facilities – primarily for use of the shower and restroom facilities at the high school
- Contract is fee based, for additional staff time required to open and maintain the facility when under County use
- Contract activation through either Sheriff/OES
- The contract can be accessed by Sheriff/OES

Animal Sheltering

Plumas County Animal Control

- Contract for volunteer staff and equipment to evacuate and shelter animals
- Resources required by Animal Control must be requested to OES/EOC and approved

APPENDIX B-4 Shelter Facility Needs Aid

Shelter Table

The following table provides details to be considered when sheltering the general population. Some of these considerations are important to deciding on the kind of facility to be used as a shelter. In the table, "Shelter-In-Place " and/or "Temporary Evacuation Point" represent a means of seeking refuge from a hazard event (either pre- or post- impact) prior to the determination of need for, or establishment of shelter operations to provide shelter to the general public. They are included to provide a standard terminology and to reflect the need for planners to consider the impact on potential need for shelter operations by people sheltering-in-place and or assembled at temporary evacuation points, and/or the services and staffing necessary to support individuals seeking shelter in these settings.

Notes for Facilities

These guidelines are recommendations and not requirements.

- The facility is accessible as defined in relevant government regulations, e.g. Americans with Disabilities Act (ADA)
- At least one toilet is handicap accessible. A double wide portable unit usually meets this need.
- Toilet details in the above table are based on the allocation of 60% women, 40% men.
- Shower resources are available
- Laundry services are available (either onsite and offsite pickup)
- Electrical power, lighting and generator supports are available.

APPENDIX B-5 Shelter Staffing

Shelters are staffed by shelter teams. The size and composition of the shelter team is dependent on the kind of shelter and the number of individuals sheltered in the facility. The tasks performed by a shelter team are divided into Core Functions and Situational Functions.

Core Functions:

- Shelter Facility Management
- Client Registration
- Dormitory Management
- Feeding/Meal Service
- Professional Public Health
- Mental Health

While these functions are the standard activities, they can be mixed for staffing purposes. For example, dormitory workers can be used for feeding/meal service or for registration as demand shifts to keep overall staffing requirements to a minimum.

Situational Functions:

Situational Functions apply only to shelters expected to operate for more than 72 hours and are divided into two types: Facility/Logistics Support Functions and Resident Services & Support Functions.

Shelter Staffing

Staffing the shelter site is the responsibility of the EOC – Care and Shelter Branch. The C&S Branch should prepare a staffing plan for 24/7 shelter operations for the duration of the activation. The initial shelter staffing plan should be for 72 hours with advanced planning based on the incident. Consult with EOC Director and Operations Section Chief for guidance on shelter staffing plan duration. There may be resource gaps identified and/or considered when deciding to use specific personnel/teams for the purposes of sheltering.

These additional considerations may include:

- Staffing levels for workers need to be higher during the start of operations for a shelter.
- Staffing levels assigned to different shifts need continuous review to meet service needs and situational demands of the shelter population.
- Certain resources and service providers may be shared between multiple shelter facilities.

APPENDIX B-6 Telephone Contact Information

Telephone Notification. Telephone notification of the initiation of an emergency shelter will generally come to the Social Services Director or his Administrative Assistant from PCSO.

If the Director or his Administrative Assistant is not immediately available, the individuals listed below in 3 through 6 may be notified in that order.

~AVAILABLE UPON REQUEST~