

Sheltering Plan

This plan establishes baseline processes for the Town to open, operate, and close shelters as needed. (This is not law or policy – Town Shelters will always operate with a modified version of this plan based on the situation.) Shelters are multi-day operations intended to provide respite, sleeping quarters, hygiene facilities, and other human services for people after a disaster until their situation stabilizes. *The core mission for a shelter is to take care of clients' immediate needs until they can go someplace better.*

Incident Commander (IC) is used throughout this plan as the Incident Command System (ICS) supervisor for the **Shelter Manager (SM)**. Depending on the situation, the IC might be the IC for an ongoing event, the Emergency Operations Center (EOC) Director, or the Selectboard Chair. The IC may also serve as SM and/or as Shelter staff.

Note: Warming / Cooling **Centers** are flexible, limited-hour locations intended for people to drop in, get warm/cool, find information, charge devices, use Internet or phones, and then return home or move on. As Centers are similar to shelters but have fewer requirements and need fewer resources, this plan also covers Centers and except where Centers are specifically named, “Shelter” means Shelter or Center.

Planning Assumptions (if these are inaccurate the plan will need significant revision):

- Danville will need to shelter no more than 115 clients (~5% of population)
- Clients will transition from home to shelters to other destinations over time
- Shelter volunteers will generally be available for 12-hour (2/day) shift
- Shelters will not operate at full American Red Cross (ARC) standards unless augmented/supported by ARC staff

Shelter Decision Support Template (DST)

<i>Decision</i>	<i>Decider</i>	<i>Reporter</i>	<i>Conditions</i>
Open Shelter	IC	NWS	Dangerous weather forecast
		Responders	Residents need shelter
		SM	Resources available
Change Hours	SM	Staff	Clients do / do not need overnight stays
Change Staffing	SM	Staff	Staff is not appropriate for client needs
Move Shelter	SM	Staff	Facility is degraded or otherwise not appropriate for need
Transport Clients	SM	Staff	Small group needs ride
	IC	Staff	Large group or shuttle needs ride
Demobilize Shelter	IC	SM, EOC	No current or anticipated clients

Opening Decision (ideally several days prior)

- IC discusses requirement for a Shelter with other town leaders
 - Are existing or forecast conditions bad enough that residents and/or visitors are likely to need a Shelter?
 - Are state and other area support options likely to be insufficient?
 - Are there resources available (staff, facilities, supplies, funding)?
 - Should a Shelter be only-if-needed, on-call, or planned (including now)?
- IC identifies a SM and determines Shelter locations (coordination/approval required) [see LEMP Enclosure 6, Sheltering and Care]
 - CALEX building is best for small, only-if-needed Center
 - Town Office and/or North Danville Community Center are best for planned Shelters to support up to 100 people (but have no showers/kitchen)
 - Danville School is best if there is a major ongoing incident and school is available / not in session
 - Other potential facilities: Town sheds, Dowser's Hall, Sugar Ridge Campground, area churches, Masonic hall
- IC and SM determine whether/how to publicize Shelter
 - No, if only-if-needed
 - Yes, if on-call or planned
 - Make or arrange announcements as appropriate
 - Social media – see LEMP
 - Front Porch Forum – SM or SB Assistant posting
 - Town website – SB Assistant
 - Town bulletin boards – SB or Assistant
 - Print/TV media – SB Assistant
 - Statewide amplification - SEOC

Shelter Manager Administrator Tasks

- SM develops and coordinates (informal) Shelter opening plan
 - Contact facility manager to arrange building access and identify supply needs
 - Plan for any purchasing support through IC (food, cleaning supplies)
 - Identify and brief volunteer staff (organize shifts as needed)
 - Warming/Cooling Center staff (goal 2+):
 - 1 shift lead (typically the Center Manager)
 - +1 registration/information
 - Shelter daytime staff (minimum 2):
 - 1 supervisor (typically the Shelter Manager)
 - 1 registration/information
 - +1 medical (MRC volunteer), if available
 - +1 dormitory, if needed
 - +1 feeding, if needed/available
 - +1 case worker, if needed/available
 - +1 animal monitor (DART volunteer), if needed/available
 - Shelter overnight staff (minimum 2):
 - 1 supervisor
 - 1 dormitory (if more than 10 overnight guests)
 - +1 registration/information, if needed/available
 - As needed, Request Disaster Animal Response Team (DART) and Medical Reserve Corps support (through SEOC)

Shelter Activation

- *IC or SM determine Town should open a Shelter (whether at a planned time, including immediately after identifying the need, on-call, or if-needed)*
- *If not a planned opening, SM notifies staff and facility manager to open Shelter as coordinated*
- SM arranges for facility to get sufficient copies of any needed forms
- Shelter staff opens facility
 - Take control from the facility manager as coordinated (ideally, SM conducts walkthrough with facility manager, taking pictures or video of existing conditions)
 - Determine handling for and set up trash and recycling
 - Identify bathroom/shower and kitchen facilities and cleaning supplies
 - Identify dormitory area as needed
 - Identify areas to support animals as needed
 - Identify charging stations
 - Identify smoking area, client parking area(s), and any access issues
 - Move furniture and other items as needed to make space welcoming, comfortable, and safe for clients and staff
 - Post rules, directional signage, and other relevant situational information
 - Open doors to clients
- SM notifies IC that Shelter is open
- If opening was not already publicized, SM makes or arranges for local announcements as appropriate
- SM notifies State Emergency Operations Center (SEOC, 800-347-0488) of opening and requests Fire Marshal inspection
 - SM gives capacity for non-resident support (advertise statewide?)
 - SM coordinates anticipated support requirements with SEOC and ARC as requested/required
 - SM accompanies Fire Marshal on inspection and addresses issues as required

Shelter Operations

- Shelter Staff welcome clients. Treat all clients as individuals and equally entitled to services.
 - Welcome clients and record date/time of arrival (anonymously, number of adults and children only)
 - Ask if clients have any immediate needs
 - If appropriate, check clients for hot-weather / cold-weather injuries
 - Ensure clients are parked safely and appropriately
 - Point out facility layout
 - Ask clients to sign Guest Agreement Form (clients age 18 and over must sign, but forms will be destroyed if there are no issues)
- Shelter Staff support clients
 - Monitor Shelter for clients' safety at all times
 - Provide information on the current local and statewide situation
 - Provide information on Vermont 211 for health and human service needs
 - Answer questions and coordinate support for clients where possible
 - Record when clients leave (anonymously)
 - Clean spaces and remove trash/recycling periodically as needed
- As needed, Shelter Staff provide food / meals for clients
 - Coordinate initial support through IC; assign feeding staff as needed
 - Request long-term food support through ARC and AHS
- As needed, Shelter Staff monitor dormitory
 - Monitor dormitory to ensure safety of sleeping clients
 - Identify and separate/isolate or remove, where possible, threats to clients (eject clients violating the Guest Agreement immediately)
- As needed, Shelter Staff support client personal hygiene
 - Support / direct / monitor cleanliness of bathrooms and showers
 - Coordinate off-site showers as needed
- As needed, Shelter Staff provide client pet support
 - Support undemanding pets with minimal common-sense direction
 - Support challenging pets where possible (e.g. by separation)
 - As needed, coordinate through IC to house livestock or other animals
 - As needed, request DART support through SEOC
- As needed, Shelter Staff call 911 for law enforcement or medical support
- As needed, Shelter Staff coordinate supply or other support through SM and IC

- As required, SM reports status periodically
 - Track and report number of current clients and total served
 - Report any issues or support requirements to IC
- As needed, SM manages shift change
 - Verify show time and transportation for incoming staff
 - Have outgoing staff share status, facility information, and lessons-learned with incoming staff
 - Identify any support issues for incoming staff
 - Release outgoing staff to return home or to other duties and verify that all demobilize safely

Shelter Demobilization and Recovery

- In consultation with IC (and EOC if open), SM recommends closing Shelter when there are no more current or expected clients
- Shelter staff closes facility
 - Close doors and post sign marking Shelter as closed, directing visitors to other shelter options and to dial 911 for emergencies or 211 for any sheltering or human service needs
 - Restore any furniture or other items to their pre-opening state
 - Hold hot-wash (including off-duty staff if available) to review Shelter operations and capture any lessons-learned
 - Clean all areas the Shelter staff and clients used
 - Destroy all Guest Agreement Forms (unless needed to address potential legal issue)
 - Dispose of trash and recycling as the facility manager directs
 - Return control to the facility manager as coordinated (ideally, SM conducts walkthrough with facility manager)
- SM releases Shelter Staff to return home or to other duties and verifies that all demobilize safely
- SM notifies State Emergency Operations Center of closing (800-347-0488)
- SM notifies IC of closing
 - Report any issues from Shelter operations
 - Provide any expense information
 - Provide lessons-learned from hot-wash and SM observations to improve this plan

Guest Agreement Form

All guests age 18 and over must sign; forms will be destroyed on Shelter closure

Shelter Rules

- **Respect everyone**
- Quiet time from 10:00pm to 8:00am unless otherwise posted
- No abusive or belligerent behavior toward staff or other guests
- People under the influence of alcohol or drugs are not allowed in the Shelter
- No alcohol or drugs
- No stealing or destruction of property
- No weapons
- No sexual activity
- Dress appropriately at all times
- Keep your personal items, valuables, etc. with you at all times - the Shelter will not be held responsible for any missing or lost items
- Please use mobile phones in designated areas when making calls
- Please charge your electronic devices in designated areas
- Adults must monitor and control their children at all times
- Smoke breaks are available only at designated areas outside of the Shelter
- If you have any problems or concerns, find a staff volunteer to help solve it
- Keep any area(s) you and your family members occupy, bathrooms, and common areas clean and tidy
- Keep pets in designated areas at all times
- Check out with a staff member when you leave - take all your belongings!

The goal of the Shelter is to create a space that is physically and emotionally safe for all – regardless of race, ethnicity, religion, gender, or sexual orientation – while you find and move on to a more stable place. This agreement makes the Shelter a better and safer place for everyone. If any of the above agreements are broken, you will be removed from the Shelter. The Town reserves the right to remove anyone that is not abiding by these rules from the premises.

I agree to abide by all of the rules above.

Signature: _____

Name (Print): _____

Date: _____