NEW HOPE PRESBYTERIAN CHURCH

EMERGENCY SHELTERING PLAN

17 MARCH 2019
New Hope Emergency Sheltering Plan

22 June 2017

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Introduction and Purpose

The following plan is written for Town of Castle Rock, Douglas County, Red Cross and New Hope Presbyterian Church (NHPC) personnel involved in emergency care and shelter operations and is relevant for Care and Shelter Coordinators at the local level. This document is intended for use during the preparedness phase to help guide care and shelter planning as well as for use during the response phase to guide care and shelter operations. It provides all the planning information and guidelines that are relevant for local government’s consideration before, during and after opening and closing an emergency shelter and provides an overview of the complete scope of care and shelter service operations. Once shelters are put into operation, the best resource is the American Red Cross Shelter Operations Workbook, which provides specifics on managing shelter operations.

The purpose of this Guide is to establish plans, procedures and guidelines for providing a Red Cross sanctioned protective shelter at NHPC in support of either or both the Town of Castle Rock (represented by the Castle Rock Fire Department (CRFD)) and Douglas County (represented by the Douglas County Office of Emergency Management (DCOEM)).

The core planning elements are the first six sections. Each section introduces a different element of care and shelter planning. Care and shelter personnel can certainly treat the guide as a reference manual and choose from the sections that are applicable to their needs. Half the guide consists of appendices to the first six sections.

Finally, this project was undertaken through a partnership between NHPC, CRFD, DCOEM and the Red Cross. The Douglas County Emergency Sheltering Plan was used as a guide for this plan.

Situation and Assumptions

Situation
1. Mass Care and shelter facilities may be needed by either the Town of Castle Rock or Douglas County for both the direct and indirect effects of an emergency or disaster.
2. Douglas County operational area population is approximately 327,230 residents and covers 844 square miles of land. Likely hazards for Douglas County that could create conditions requiring temporary emergency sheltering include Winter Storm, Wildland Fire, Riverine Flooding, Utility Failure and Hazardous Materials Release.

Assumptions
1. Castle Rock and Douglas County have overall responsibility for their jurisdictions as the principal organizations responsible for operating care and shelter facilities.
2. New Hope Presbyterian Church (NHPC) has agreed to host a Red Cross Emergency Shelter in response to a request from either the Town of Castle Rock or Douglas County. The requesting local authority will seek approval from the Red Cross to open the NHPC
shelter. The Red Cross will request activation of the NHPC Shelter by phoning to the NHPC Shelter contact phone. A phone call followed by a text to the senior pastor will be made by the individual with the NHPC cell phone contact with the Red Cross. The NHPC contact will seek approval from the NHPC Senior Pastor for each shelter activation. Once approval is granted, the Red Cross and local authorities will be notified that a shelter with a capacity for 86 individuals is opening at NHPC. Other professional and volunteer organizations that normally respond to disaster situations will also do so.

3. Mutual aid assistance from unaffected jurisdictions and from state and federal level emergency agencies will be available.

4. Although most people will seek shelter with family and friends, the remaining will seek shelter in designated care and shelter facilities.

5. Approximately 25% of those seeking shelter will have functional and access needs. Douglas County will use its AFN Registry to help assess the potential in any given incident for AFN needs.

6. A percentage of those seeking shelter will need transportation provided to them. This is a local authority responsibility.

Section 1 – Care and Shelter Function and Legal Mandates

The function of care and shelter is to provide temporary emergency relief to disaster victims. Providing temporary emergency relief involves a range of emergency human services (e.g., food, shelter, health care, mental health support, etc.). In doing so the Town of Castle Rock and/or Douglas County must prepare to meet the needs of events when care and sheltering are required for our community and mutual aid mandates. NHPC is one element of the support available for sheltering needs.

Legal Requirements for Local Governments

Depending on the emergency, the Town of Castle Rock and/or Douglas County sets the responsibility for emergency care and shelter at the local level and local government must make emergency or temporary shelter available for people temporarily displaced or made homeless by a natural disaster or other emergency event. People seeking care and shelter immediately after a disaster or emergency event will look first to local government for assistance.

Local Government and the Red Cross Roles

The Red Cross is a Town of Castle Rock and Douglas County partner who can assist in helping to fulfill local government’s responsibility of providing care and shelter for its citizens when they are temporarily displaced or made homeless in a disaster. The partnership requires that the local authorities and the Red Cross work cooperatively during the preparedness phase to clarify roles and responsibilities and timeframes for response (as outlined below). Local authorities may also work in cooperation with other volunteer disaster assistance organizations to provide disaster relief.

NHPC is developing a relationship with the Red Cross so that New Hope volunteers will acquire Red Cross certifications and be available on short notice to open and operate NHPC as a Red Cross sanctioned shelter. Red Cross sanction is imperative in opening NHPC as a shelter due to liability and other issues.
The Town and/or County will:

a. **Designate Town/County Care and Shelter Coordinator(s).** These individuals are responsible for the coordination of care and shelter planning and operations for the Town/County. The assigned person may be the designated Facilities Fleet Emergency Support Services (FFESS) Staff person for Care and Sheltering and should be well-versed in mass-care.

b. **Develop a Memorandum of Understanding with the Red Cross.** The statement of understanding helps to solidify the mutual working partnership between the Town/County/NHPC and the Red Cross. [The Red Cross has a standard agreement for this purpose].

c. **Identify County Designated Shelter Facilities.** Currently the primary pre-designated Emergency Shelter Facilities for the county are Kirk Hall at the Douglas County Fairgrounds, New Covenant Church in Larkspur and New Hope Presbyterian Church (NHPC) in Castle Rock. However, depending on the location of the disaster incident other locations such as churches, recreation centers or other appropriate facilities may be designated on an ad hoc basis to be a County Emergency Shelter.

d. **Train Staff to Operate Disaster Shelters.** Work with the Red Cross and NHPC to provide government partnership shelter training to County employees and volunteers who will staff (and especially manage) disaster shelters.

e. **Provide Care and Shelter Services.** Responsibility for care and shelter belongs to local government. While the hands-on management of this task may be delegated to the Red Cross after initial shelter activation, the County will need to initially open and run shelters following a large or countywide disaster.

The Red Cross will:

a. **Provide Care and Shelter Services.** By congressional mandate and in accordance with its corporate policy, the Red Cross has a long-standing disaster relief mission. During a local emergency or disaster event it may be upwards of more than 12 hours before the Red Cross can respond to Douglas County. In a wide-spread event it may be up to 5-days before the Red Cross is fully operational to launch these services on a complete countywide basis. Red Cross care and shelter services include:

   - Emergency Shelter
   - Fixed and Mobile Feeding
   - Emergency First Aid
   - Mental Health Support
   - Blood Drives
   - Disaster Welfare Inquiry Services
   - Vouchers for Clothing, Occupational Supplies, Basic Home Furnishings
   - Disaster Shelter Preparedness & Operations Training
b. **Provide No-Cost Shelter Training to Government Employees of the County.**

Red Cross will provide government partnership Mass Care and Shelter training for County employees and NHPC volunteers.

**Engage in Cooperative Care and Shelter Planning.** The Red Cross will meet regularly with representatives of the Town/County NHPC to engage in care and shelter planning and preparedness activities.

**The New Hope Presbyterian Church (NHPC) Will:**

a. **Provide a shelter.** NHPC will provide a Red Cross sanctioned shelter with reception area, dormitory, kitchen and feeding area.

b. **Provide volunteers:** NHPC will provide volunteers with Red Cross training and certifications to run and staff the basic shelter requirements.

c. **Request Specialized Support from the requesting local authority:** Where specialized support is needed for any client of the shelter, it will be requested from the Red Cross or the local authority. Some of the specialized support is listed below.

**Other Care and Shelter Resources**

Aside from the Red Cross, the following are some of the other County resources that may be relevant for supporting local government’s care and shelter response. The County may access county resources through the Douglas County Office of Emergency Management (OEM) or the Douglas County Emergency Operations Center (EOC).

**Tri-County Health Department (TCHD) —**provides the following disaster response functions:

a. Receive and disseminate disaster-related information to the medical health community and to the public.

b. Coordinates the procurement, allocation and distribution of medical personnel, supplies, equipment and other resources as necessary.

c. Provides public health nursing services to disaster shelters.

d. Acts to prevent the spread of communicable disease and disaster-related illness.

e. Collects and analyzes health-related data in a disaster area and establishes response procedures to mitigate health-related problems.

f. Provides preventative health services.

g. Monitor, assess and report on the community disaster health status.

h. Identifies, eradicates and controls harmful conditions in the environment.

i. Provides for the collection and analysis of environmental health-related data in a disaster area and establishes response procedures to mitigate environmental health-related problems.

j. Coordinates sanitation services (regarding food handling), mass feeding, medical and human waste disposal in shelters and other emergency related facilities.

k. Determines the safety of the water supply and the safe use of portable water.
Douglas County Animal Response Team (DCART) - provides the following disaster shelter response functions:

a. DCART Coordinator arranges for CART sheltering support.
b. Utilizes surge capacity of the designated emergency animal shelter facilities and in the temporary care and feeding of pets and livestock.
c. Provides temporary animal sheltering adjacent to the human sheltering sites wherever possible, i.e. Co-located Sheltering.
d. Maintains database management of the identification and location of evacuated pets (may include microchip implants).
e. Provides Veterinary Medical supervision of evacuation, sheltering and care for the affected animals.
f. Works cooperatively with the Veterinary community to provide animal health-related services during disaster response operations/activities.
g. Provides training and management of CART volunteers which will potentially assist in the care and sheltering of animals.
h. Organizes mutual aid agreements with adjoining jurisdictions.
i. Receives and disseminates disaster related information to public.
j. Takes measures to prevent the spread of zoonotic diseases and disaster-related illnesses.
k. Collects and analyzes health-related data in a disaster area and establishes response procedures to mitigate animal and human health-related problems.
l. Assures the reunification of pets and livestock with their owners.

Community Based Organizations (CBOs)
Many CBOs provide direct and ongoing services to persons with functional needs during non-disaster times and are in the best position to support the recovery of more vulnerable populations following a disaster. CBOs may support local jurisdictions with sheltering, language and cultural sensitivity needs, and serve as a conduit for getting information to people that local government may have difficulty reaching.

Salvation Army – Through its various local organizations and with the assistance of divisional headquarters, the Intermountain Division provides Douglas County with Disaster services that may include:

- Food and Hydration Services (including mobile kitchen units)
- Sheltering
- Clothing distribution
- Counseling
- Assistance in Home Cleanup (for seniors and people with disabilities)

Local business and Industry – Businesses often donate goods or services to assist the community in its recovery from a disaster. The County may establish pre-disaster
agreements with local businesses to expedite the purchase or use of equipment and supplies required for shelter operations.

New Hope Presbyterian Church – NHPC is a community based organization providing a shelter facility and support within its means and capabilities to assist people in need during an emergency.

Care and Shelter Planning Assumptions

Care and shelter personnel must keep these assumptions in mind when planning for disasters:

a. **Assistance** - The responsibility for care and shelter belongs to local government. However, the Red Cross and Salvation Army, along with other CBOs and voluntary organizations, may assist local government as partners in delivering these services. NHPC is one such a voluntary organization.

b. **Timing** - During a local emergency or disaster event it may be more than 12 hours before the Red Cross can respond to a local need with outside resources. Therefore, NHPC will provide local Red Cross trained and certified individuals to open and operate NHPC shelter as a Red Cross Shelter. In a wide-spread event it may be up to 5-days before the Red Cross is fully operational and can assume a primary care and shelter role.

c. **Mutual Aid** - Additional resources and assistance from outside the local jurisdiction may be available to the County through existing mutual aid agreements. However, expect resources to be extremely limited the first few days following a disaster where there has been widespread damage.

d. **Other Assistance** - In the immediate days after a major disaster, neighborhood organizations and local congregations will emerge to provide care and shelter support independent of local government. Local government will need to coordinate care and shelter services with those groups that emerge spontaneously.

e. **Remaining on Damaged Property** - Many residents who suffer some structural damage to their home, following a major disaster, will choose to remain on their property (i.e., camp-out), versus going to a public disaster shelter. Yet, they will still have needs and expectations for disaster assistance from local government.

f. **Local Assistance Center Needs** - Given the above, in addition to opening disaster shelters, the County will need to open Local Assistance Centers (as a place for residents to go for disaster assistance). See Section 10: Recovery.

g. **Community Based Organizations (CBO) Might be Overwhelmed** – CBOs that provide social services and serve vulnerable populations will initially be
overwhelmed with demands for service, but will do everything possible to meet new and emerging community needs. Local government can support this effort by using its Emergency Operations Center (EOC) to obtain the resources that CBOs need to sustain operations post-disaster.

h. **School Shelters Might Not be Available** - A disaster that occurs while school is in session may require the school to become a temporary shelter for its own student population. In this case, an alternative shelter site should be identified for the general population, or two separate areas within the school campus should be utilized to separate the two shelter operations.

i. **Essential Services Might Not Be Available** - Essential public and private services will continue during mass care and shelter operations. However, a major disaster might curtail normal operations.
**Section 2 – Emergency Shelter Team Organization**

**Shelter Management Team Organization**

A critical component to operating a disaster shelter is the Shelter Management Team. The Shelter Management Team is responsible for inspecting the facility for safety; establishing communication with the town or County Emergency Operations Center (EOC); registering shelter occupants; and identifying individuals who need Functional Needs Support Services (FNSS). The Shelter Management Team is also responsible for supplying shelter occupants with food and drinks; providing a sleeping area with blankets and personal hygiene supplies; providing first aid and health care services; and providing mental health counseling.

Below is a Shelter Management Organizational chart. It is the Shelter Manager’s responsibility to assign available staff to fill various shelter management positions as needed. (Not all of these positions need to be filled for every emergency shelter activation).

<table>
<thead>
<tr>
<th>Shelter Manager (&amp; Assistant Manager if Needed)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operations</strong></td>
</tr>
</tbody>
</table>

**Includes these functions:**
- Registration
- Food Services
- Dormitory
- First Aid/Medical\*
- Mental Health\*
- Security \& Safety\*

<table>
<thead>
<tr>
<th>The Shelter Manager may assume these functions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Maintains liaison w/ EOC</td>
</tr>
<tr>
<td>- Obtains information as needed</td>
</tr>
<tr>
<td>- Anticipates shelter needs and develops action plans to meet needs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Obtains the resources for shelter operations:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Personnel</td>
</tr>
<tr>
<td>- Food &amp; Water</td>
</tr>
<tr>
<td>- Supplies &amp; Equipment*</td>
</tr>
<tr>
<td>- Communication*</td>
</tr>
<tr>
<td>- Services for Shelter Residents*</td>
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<table>
<thead>
<tr>
<th>Manages the following:</th>
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<tbody>
<tr>
<td>- Maintains financial records and documentation of claims, costs and time</td>
</tr>
<tr>
<td>- Processes Purchase orders*</td>
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\*Coordination with EOC

NHPC will have a designated Shelter Manager, and depending on the size of the sheltering operation, may designate an Assistant Shelter Manager.

At a minimum, shelter staffing will consist of one shelter manager and four support staff. There will be a minimum of 6 shelter staff per 100 shelter residents. (Per Red Cross recommendation) Shelter staff will be individuals with good supervisory or management skills who can handle stressful conditions. They will also be persons who can deal sensitively with a diverse shelter population given the demographics of our communities.
Douglas County FFESS will maintain a roster of employees and volunteers who are trained as shelter workers and will periodically update their contact information such as home phone, cell phone, pager and other important information.

**Shelter Team Job Duties**

**Management**

**NHPC Shelter Manager** – The Shelter Manager makes staffing assignments based on the functions necessary to carry out shelter operations (see Operations below). It is up to the shelter manager to ensure that the needs of shelter residents are met and to provide for the overall health and safety of all residents and staff.

   a. Inspect the facility to ensure the safety of all areas for shelter operations use. Block off unsafe areas and all areas not to be used (only use areas that can be directly supervised by shelter staff). Shelter staff will photograph condition of all areas of the church to be used as shelter areas during the initial inspection process. See [Appendix B: Shelter Forms for the Protocol for Shelter Pre-Set Up and Activations for basic details on setting up the shelter](#).

   b. Establish communications with the County EOC and report on needs (equipment, supplies or personnel needs) and shelter status. Assign arriving staff to shelter functions. Provide ongoing supervision of shelter staff to ensure effective accomplishment of all shelter operations. Conduct daily or shift meetings with staff on shelter management issues.

   c. Coordinate activities with the media and clear any interviews with the EOC. Assist the EOC with information for official news releases (specifically the designated Public Information Officer (PIO)).

   d. Rotate shelter staff positions. The shelter manager position can be rotated on a daily shift schedule, or instead the shelter manager may serve on site for the duration of the operation and employ 2 or 3 shift supervisors or Assistant Shelter Managers who rotate to allow the Shelter Manager a sleep period. Other staff positions may work an 8 – 12-hour shift.

**NHPC Assistant Shelter Manager** – Larger shelter operations of more than 100 persons will require an assistant shelter manager. Assistant shelter managers can assume a more “field level” role and assume some of the functions below, given any staff shortages.

**Operations**

**NHPC Registration Coordinator** – The Registration Coordinator overseas the registration of shelter occupants. In addition to collecting basic registration data, registration is also an opportunity to identify shelter residents with needs that may require additional staff support.

   a. Set up the registration table and chairs. Post a Shelter Registration sign.

   b. Ensure an adequate supply of registration forms. See [Appendix B: Shelter Forms](#).

   c. Identify any special needs on behalf of persons registering such as needs for medical care, counseling, medications, dietary restrictions, or other accommodations. Refer persons who are injured or ill to health care staff, if available or to the Shelter Manager. Identify any shelter residents with medical or first aid training.

   d. Maintain a sign-out log for shelter residents who are leaving temporarily.
NHPC Meals Coordinator – The Meals Coordinator is responsible for Food Services to include planning, preparing and/or ordering meals for shelter residents. This person also supervises any additional food services staff.

a. If applicable, inspect the food preparation area at the shelter site for general cleanliness and neatness. Obtain any keys necessary to access food storage areas. Determine if cooking equipment is still functioning and is safe to use.

b. Coordinate with EOC Logistics for food supplies (or in ordering prepared food) and any additional staff or equipment needs. Coordinate for any special dietary needs. For longer shelter operations plan meals 2-3 days ahead of time.

c. Set up a dining area. Post meal times in a conspicuous place. Keep meal times as consistent as possible. A large shelter operation may require more than one seating shift to serve everyone.

d. Recruit shelter residents to assist with food preparation, cooking, serving and clean up.

e. Keep a log of the number of meals served and supplies ordered. Keep receipts for food that is delivered and assure that receipts are delivered to EOC Finance with all appropriate notes/information.

NHPC Dormitory Coordinator – The Dormitory Coordinator is responsible for setting up, supervising, and closing the sleeping area.

a. Inspect the dormitory area(s). Move aside any furniture or equipment that may present a hazard to shelter residents. Request any needed supplies and equipment such as cots, blankets, and personal hygiene supplies through EOC Logistics.

b. Set up the sleeping area(s) and distribute available blankets and personal hygiene supplies. To provide adequate ventilation try to open doors and windows of the dormitory area during the day if weather conditions permit. Arrange for custodial services to conduct a daily dormitory clean up. If custodial services are not available, recruit shelter residents to assist in a daily dormitory clean up.

c. Post sleeping area rules. Rules include 1) Quiet Hours, 2) Light Out Hours, 3) No alcohol, no recreational drugs 4) Always use the same cot, etc.

d. Monitor sleeping area (this requires establishing staff shifts). Ensure shelter occupants do not consume food or liquids in the dormitory area (a violation of Public Health code). Stay alert for such potential dormitory problems as drug use or sale, unattended children, fighting, theft, or shelter residents becoming ill.

e. Keep the Shelter Manager informed of any suspicious actions, health concerns and the status of the dormitory resources.

Local Authority Supplied Health Services Coordinator – the Health Services Coordinator promotes and maintains good public health standards within the shelter. This includes overseeing the provision of basic first aid and ensuring access to other health care services as needed.

a. Dial 911 or have the DCSO Deputy on-site contact dispatch asap for any medical emergency.

b. Set aside an area within the shelter as a health station. Check with the registration coordinator and ask if persons who register with medical or nursing training can
volunteer at the health station. If possible establish a 12-hour shift-rotation to cover 24/7 for the health station.
d. Document all health care performed (injuries/illnesses, treated, medications issued, etc.) Use EOC Logistics to request medical personnel, supplies and equipment.
e. Advise the Meals Coordinator about any special dietary needs if required by shelter participants (such as persons with diabetes).
f. Stay alert for anyone with a communicable disease. If necessary, prepare a separate location as a quarantine area.

Local Authority Supplied Mental Health Coordinator – shelter conditions are stressful for shelter occupants (especially children) and staff. The Mental Health Coordinator provides or arranges for counseling services.

- Secure a quiet area or room away from public view. Work with EOC Logistics to find local mental health resources and counseling services to support shelter residents.
- Monitor the stress conditions for staff and shelter occupants. Intervene in crisis situations when practical. Coordinate with the health services coordinator and registration coordinator to identify shelter residents who might welcome counseling support.
- Work with the Shelter Manager to plan activities or entertainment that will help with morale and reduce the stress of the living environment. If possible, provide shelter residents with access to local news via a television or radio. Lack of information following a disaster often contributes to rumors, hysteria and fear.
- Debrief shelter staff before they are released.

Additional Shelter Services – Other staff may be assigned as needed. Coordinate with Town or EOC Logistics for supplies, equipment and personnel (personnel may include community volunteers).

Recreation
- Obtain/provide items such as books, games, videos and recreational equipment.
- Organize activities for shelter residents. Examples of possible activities include birthday parties, entertainment and religious services.

Child Care
- Select a safe area for child care away from the shelter population; remove any hazardous furniture, equipment, or other items from the area.
- Request supplies appropriate for kids through EOC Logistics - toys, coloring books, stuffed animals, puzzles, etc.
- Create a private area for infant breast-feeding if needed.

Security/Safety - A Local Law Enforcement Officer (Town Police or County Sheriff) will be assigned to the NHPC Shelter at all times.
- Maintain the following safety suggestions: 1) Regularly inspect the facility to see that all areas are safe; 2) Keep exits clear and unblocked; 3) Locate all fire extinguishers and ensure compliance with fire safety regulation (e.g., ensure that garbage, debris, or refuse does not pose a fire hazard or block doorways).
- Work with EOC Logistics to provide signage that clearly identifies all rules and safety regulations. See Appendix A – Shelter Rules. Monitor compliance.
c. Establish a “patrol team” to roam the shelter during the night and ensure night safety.
d. When necessary, coordinate with local Law Enforcement and Fire Services for assistance.

**Shelter Operations Planning** – The Shelter Manager may assume the role of the Shelter Operations Planner. However, a staff planning position can assist the shelter manager by obtaining timely and accurate information, (which is often hard to come by immediately after a large disaster).
   a. Gather as much information as possible from sources both within and outside the shelter on needs, resource availability, services, and the status of events. Monitor media sources to keep current on all disaster-related news, especially news about relief services, recovery operations and outside assistance.
   b. Maintain close and ongoing contact with the County EOC to ensure a reciprocal sharing of planning information.
   c. Develop action plans based on the information above and from information gathered at planning meetings. Work with the shelter manager in planning for anticipated shelter needs and in planning for the next 24 to 48 hours of shelter activity. Plan staffing schedules and determining staffing rotations.
   d. Provide information on available recovery assistance (especially information on the availability of temporary or long-term housing); keep information up-to-date and post in a visible place for shelter residents (e.g., bulletin boards).
   e. Keep a disaster activity log with detailed records of meetings, decisions and actions (e.g., who made what decisions). Record important inter-agency contacts and agreements. This is vital for after-action reports and for future planning.
   f. Support information needs related to helping reunite family members.

**NHPC Logistics Coordinator** – The Logistics Coordinator at the shelter works in close coordination with the Logistics Section at the local EOC to accomplish the following:
   a. Obtain all resources necessary to operate the shelter facility in coordination with the EOC Logistics desk.
      - Personnel
      - Food
      - Transportation
      - Supplies and Equipment
      - Communication Resources
      - All other personal services as applicable for shelter residents (health, mental health, translation, etc.)
   b. The local authority has pre-established many vendor relationships with local businesses as necessary for the purchase of supplies and equipment to operate the shelter. Work with EOC and the Finance Section to set up any additional vendor agreements as needed.

**NHPC Finance/Administration Coordinator** – The Finance/Administration Coordinator maintains financial records. Develop a financial tracking system for authorizing and recording all shelter expenditures, including staff time beyond normal working hours. Save copies of all
receipts. This helps to ensure later cost recovery by reimbursement agencies such as the County, State and FEMA. Reimbursement depends on complete, detailed and accurate records from the first hour forward.

a. Maintain contact and alignment with the EOC Finance Section to ensure disaster reimbursement claims follow appropriate procedures. Complete reports detailing expenses to date and projected future expenses.

b. Determine pre-existing Memorandums of Understanding (MOUs) and agreements for goods or services. Set-up and monitor vendor contracts and agreements.

c. Work closely with EOC Logistics on procedures for getting needed equipment and supplies.

d. Records will also include documentation of all data about the shelter operation (numbers sheltered, meals served, etc.)

e. Set up a system for archiving all documents and notify shelter staff of system, type of document required and location to bring documents (this may be as simple as labeling a box “Archives” and placing at shelter staff office).

Required Training for Local Government Shelter Management Team

Required Training - NHPC shelter management staff are required to attend a Red Cross Mass Care and Shelter Training.

Participate in Regular Disaster Exercises that Simulate Shelter Activation - County shelter management staff should conduct annual disaster exercises that will utilize shelter management skills by simulating emergency shelter activation.
Section 3 – Shelter Operations

Opening the New Hope Presbyterian Church Shelter
The Town of Castle Rock Fire Department or Douglas County Office of Emergency Management (OEM) will identify the need for care and shelter operations based on the decision of the Incident Commander to begin evacuations and/or the magnitude of the event. A large disaster will require activation of the County EOC and information regarding emergency shelter activation will be communicated from the EOC Manager. In the event of a disaster requiring the evacuation of citizens from their residences or places of business, the EOC will identify the extent of the shelter needs (i.e., estimated number of persons to be sheltered and those who need Functional Needs Support Services, such as the elderly or persons who may need medical supervision/care).

The EOC Manager will select the appropriate shelter location based on the need and the location of the hazard, assuring that it is in a safe area. Currently the primary pre-designated Emergency Shelter Facilities for the county are Kirk Hall at the Douglas County Fairgrounds, New Covenant Church in Larkspur and New Hope Presbyterian Church in Castle Rock. However, depending on the location of the disaster incident other locations such as churches, recreation centers or other appropriate facilities may be designated on an ad hoc basis to be a County Emergency Shelter.

IF NHPC shelter is needed, the EOC will make telephone contact with the Red Cross to seek shelter activation and ensure facility access and with the appropriate FFESS Director/Manager responsible for activating the Shelter Manager and shelter team. The NHPC shelter contact will notify the Senior Pastor for approval of the request to use church facilities as a shelter for each specific request. After approval, the Red Cross, CRFD, EOC and shelter personnel will be notified to begin shelter operations.

If the Red Cross is Available to Open and Staff the Shelter
A. Procedures when the Red Cross IS available to open the shelter:
   a. Local Government Responsibility – Care and shelter is the responsibility of the local government and this responsibility cannot be delegated. As such, the County will provide a County staff person to coordinate and assist the NHPC and Red Cross during shelter activation. This County staff person will also ensure that individuals seeking shelter fill out the County Shelter Registration Form as well as the Red Cross Shelter Registration form.
   b. Assist and Provide – the local jurisdiction will assist the NHPC and Red Cross as needed to ensure that adequate food supplies, equipment, staff and services are available to launch and sustain shelter operations. This shall include providing a Douglas County Sheriff’s deputy for security, as well as coordinating needs and requests with the County EOC Logistics section.
   c. Costs – The Red Cross will pay costs that the Red Cross independently incurs.

If the Red Cross is NOT Available to Open and Staff the Shelter
A. Procedures when the Red Cross is NOT available to open the shelter:
   a. Activate the Douglas County Emergency Shelter Team – FFESS will activate their employees and volunteers who are trained to open and run a shelter.
b. Deploy – FFESS will deploy staff and support personnel, along with startup supplies, to open and run the shelter.
c. Additional Personnel – FFESS will request additional shelter staff as needed from their trained pool of employees and volunteers or will request additional staff from the County EOC Logistics Section.
d. NHPC shelter will not be opened without Red Cross sanction and certified personnel.

Prior to Opening the Shelter:

Request that Access to the Facility be Made Open – The EOC or the FFESS Director/Manager will request that the NHPC Senior Pastor approve use of the church facility as a shelter for this event. When approval is granted, trained personnel will be notified and the facility opened.

Have the Building Cleared – if there is an issue of potential structural damage ensure the building inspector clears the facility for use as a shelter.

Conduct a Walk-Thru – The Shelter Manager and staff should perform a facility walk-through to survey the condition of the shelter before occupancy.

Lay Out the Building – Lay out the building for shelter operation and occupancy using the established NHPC Shelter Layout plan. See Appendix H for Shelter Plan Layout.

Check for Existing Supplies – open the area secured for sheltering supplies and take stock of what is available and detail what may be needed to begin and continue shelter operations. Submit this list to Town or EOC Logistics for acquisition.

Establish Communications – establish communications with the EOC. Work with EOC Logistics for additional resources. See Appendix D: Shelter Logistics Supply/Equipment List for a list of recommended supplies.

Determine animal service’s needs – work with the CART Coordinator/EOC to have the DCART provide animal support at NHPC for limited numbers of small animal that may come into the emergency shelter with their owners. For larger numbers of animals work with the CART Coordinator to set up and activate a small animal shelter or a large animal shelter on the Fairgrounds. Animals designated as Service Animals must be accommodated within the human Emergency Shelter Facility.

Set up the Shelter Team – organize available and activated staff and employees as a shelter operations team.

Set Up a Waiting Area if Needed – if potential shelter residents are already waiting outside the shelter prior to opening the shelter, set aside an area within the shelter for people to wait comfortably.

Once the Shelter Site Activation is Confirmed:

Inform the Public – The Shelter Manager should work with the EOC Public Information Officer (PIO) to inform the public of the shelter location and status.

a. Public information messages should clearly identify the location of the shelter and encourage persons to bring a “Go Kit” with them to include their own blankets, a change of clothes and basic toiletries including any prescription medications. See Appendix I: Definitions

Provide Signage – FFESS management will request the activation of Variable Message Signs (VMS) to provide high visibility signage to identify the location of the emergency shelter. High
visibility signage will be provided at the entrance to the emergency shelter, and at various cross streets leading to the NHPC.

**Opening the Shelter** – the Shelter Manager and staff should:

a. **Register the Shelter Residents** – Determine if there are any Functional Needs Support Services (FNSS) needed. Document the names, telephone numbers and addresses of persons sheltered. **Note – this should be documented on Douglas County Shelter forms and separately on Red Cross Shelter Forms.** Keep records on all activities and expenses incurred by shelter operations. For questions concerning care for older or disabled adults (or other persons who need Functional Needs Support Services) see Section 4: Functional Needs Support Services (FNSS).

b. **Provide First Aid** – Provide emergency first aid as needed.

c. **Provide Snacks** – Offer beverages and snacks as soon as people register.

d. **Provide Meals** – Begin offering regular meal service soon thereafter. Initially, shelter personnel will need to ration limited resources. Resources will trickle in faster as mutual aid and outside assistance becomes available.

e. **Provide Individual and Family Support** – Arrange for individual and family support services for more information on the planning for services.

f. **Establish Routines** – The sooner that “routines” are established within the shelter, the better for the adjustment of shelter residents.

g. **Maintain Contact with the EOC** – Maintain ongoing contact with the County EOC to report on (1) the number of people being sheltered and number of means served, (2) the status of supplies and (3) any problem areas.

**Shelter Layout Recommendations**

Space Considerations – In allocating space consider the following:

a. Reception and Registration area

b. Emergency Medical Care

c. Dormitory/Sleeping areas – 40 square feet per person with separate areas for Single Men, Single Women & Families

d. Counseling/Interviewing space

e. Feeding

f. Shelter Manager’s Office

g. Locked storage for food and supplies

h. Child Activities

i. Storage for personal belongings

j. Restrooms

k. Functional Needs Support Services (FNSS) area

l. Isolation Area

**Additional Shelter Layout Tips**

**Registration** – Place the registration area near the front of the shelter. Shelter residents should first proceed to the registration desk before going to their lodging area.

**Sleep Area** – Set up the sleeping area, so each person has 40 square feet of space (5’x8’). Set up separate areas for Single Men, Single Women and Families. Space cots or bedding to allow access for people with mobility disabilities and ensure clear paths to all fire exits. If space permits, set-up separate sleeping areas for the elderly, people who are ill and families with
small children. The number of clients and dormitory/space layout will be done in coordination with the Red Cross Shelter Evaluation Team Visit.

**Shelter Staff** – Provide adequate space for a shelter manager and associated staff to function 24 hours per day. This includes space for staff meetings, administrative functions, communications and volunteer coordination.

**Functional Needs Support Services (FNSS)** – Organize the space so that it is accessible for people with visual or mobility disabilities; make space for disabled parking in the parking lot if it is not already in place. In addition, organize space to provide for adequate ventilation.

**Local Authority Provided Medical Services** – Locate medical services in a well-lit room or an area that is away from public view. If possible, keep medications and medical equipment in a lockable storage compartment.

**Local Authority Provided Mental Health** – Create an additional quiet area for counseling or interviewing persons.

**Bulletin Board** – Set up a bulletin board near the registration table. Post messages received for shelter residents, shelter rules and relief information. See Appendix A: Shelter Rules.

**Food Storage** – The food storage area should be secure and accessible by truck.

**Garbage** – Ensure that garbage is stored away from food storage and occupied shelter areas. A major disaster may disrupt garbage removal service for some time.

**Smoking Area** – Designate an outdoor smoking area away from air intake vents and flammable materials.

**Pets** – Depending on the number of pets involved, designate a Pet/Owner area inside the shelter for a limited number of pets IF THE OWNER HAS ADEQUATE CAGING for the pet. For pets without available adequate caging or for numerous numbers of incoming pets - request that the EOC activate the Douglas County Animal Response Team (DCART) to care for companion animals at a designated location elsewhere at the Fairgrounds.

Ensure that the shelter address is clearly visible from access streets; post signs that clearly mark directions to the building and the building itself as a Temporary Emergency Shelter. Recommend that NHPC purchase a sign to attach to the front of the church where notices are currently posted indicating a “RED CROSS SHELTER” with arrows indicating the two entrances to the church parking lot.

**Registration**

Care and shelter personnel must plan for a method of registering each person housed in the shelter, including both their dates of arrival and departure. This information is the only documentation for the Town or County of who is in the shelter and helps the local authority to locate missing family members. Also, plan to use the registration process as an opportunity for shelter residents to identify any medical problems or medication needs.

Special consideration should be given to conducting medical screening prior to entering the shelter site to reduce the exposure risk for shelter residents, volunteers and staff.

**Planning Considerations:**

a. **Document all occupants** – Ensure the registration of all shelter occupants upon their arrival to the shelter. Assign shelter staff to perform this task.

b. **Registration Data** – Keep a simple record on the *Douglas County Sheriff’s Office Resident Information Form* or on plain 3x5 cards of every person who is housed in the
The following registration information is needed:

- Family last name (at the top of the form/card)
- First, and middle names for husband and wife (include wife’s maiden name)
- Names and ages of Husband and Wife
- Driver’s License Numbers for Husband and Wife
- Names and ages of all other family members
- Contact phone number while at the shelter
- Pre-disaster address
- Note any health concerns or Functional Needs Support Services (FNSS) requirements
- Date arrived in the shelter and date departed shelter
- Post-disaster address
- Emergency Contact Name and Phone Number

c. **Functional Needs Support Services (FNSS)** – use registration as an opportunity for people to self-identify any medical, dietary, medication, or accommodation needs (i.e., needs for special assistance).

d. **Sign-In/Sign-out Policy** – Establish a sign-in/sign-out policy when shelter residents leave for any period. This helps to keep an accurate shelter population head count.

e. **Reporting Needs** – Shelter personnel will provide the following registration information to the Town or County EOC once per day or at a regularly designated interval:
   - Location of Shelter
   - Activation time of Shelter
   - Number of persons in shelter
   - Unmet or projected needs for equipment, supplies, etc.

**Food Services**

Care and shelter personnel must ensure that a food provision and ordering system is in place to feed shelter residents. This will require a close working relationship with the Logistics Section of the County EOC to implement any of the following planning strategies.

**a. Option #1 – Fast Food or Catered Food.** The simplest strategy for feeding the shelter population is to have food catered or brought in from the outside.

- Fast Food Outlets – Given the confusion immediately following the disaster (or until mass feeding operations can be organized), it may be easiest to initially use 24 hour restaurants or fast food outlets in obtaining meals for shelter residents. Later it will become easier to prepare hot meals.
- Restaurant Caterers – Identify local commercial suppliers – restaurants, catering firms, hotels, etc. – and make pre-planned arrangements for suppliers to provide meals to persons in shelters. A Resource Guide with pre-identified vendors can be obtained from the County EOC.
- Institutional Suppliers – There are numerous suppliers that will provide fully prepared, packaged meals for institutions in bulk and in an emergency, they could be used to supply disaster shelters.
• Local Vendors – Local vendors such as Sam’s Club, Costco and grocery stores may provide packaged meals.

b. Option #2 – Designate a Central Kitchen. - An alternative strategy is to designate one large, central institutional kitchen at the Douglas County Events Center to prepare and provide meals for each shelter operating within the jurisdiction.
  • Bulk Food Donations – Utilize the Logistics Section of the EOC to obtain large bulk food items from local sources and then direct supplies to the central kitchen at Kirk Hall.
  • Shelter Delivered Meals – Once the meals are prepared, they can be delivered to local shelters (like a Meals on Wheels operation).

c. Option #3 – On-site Meal Preparation. – The NHPC kitchen may be used to prepare meals on site.
  • Food Preparation and Cleanup Volunteers – Shelter residents can also assist as part of food preparation and cleanup crews.
  • Basic Menu Planning Tips – Plan menus in terms of food available. Use perishable foods first. Prepare sufficient food to provide second servings, if possible.
  • Local authority is to provide food for meal preparation (provide funds or food in kind).

d. Meeting Special Diet Needs – Consider special dietary needs, including those for ethnic, religious, vegetarian, vegan and infant considerations. Strive to meet as many special diet requests as possible, although resources to do so may be limited immediately following a disaster.
  • Low Salt/Sugar – if meals are prepared through an on-site or central kitchen, use low salt and low sugar guidelines in consideration of persons with restrictions.
  • Infant Nutrition – Determine the need for infant formulas and baby foods.
  • Hospital Dietary Departments – For persons on special diets (such as a person with diabetes, heart, or kidney disease), care and shelter personnel may need to consult with medical staff or have meals catered from local hospitals.

d. Reporting Needs – Care and shelter personnel are responsible for a daily count of people fed within each shelter and must report the following data to the County EOC – Mass Care Desk:
  • Number of fixed feeding sites
  • Number of mobile feeding sites
  • Number of persons fed in past 24 hours
  • Number of persons projected to be fed in the next 24 hours

Local Authority Provided Medical Health Services
Given that health care issues will arise, shelter facilities must provide access to adequate health care services. A well-run shelter must protect the health of residents, prevent disease, and provide first aid as needed. It is also necessary to maintain records on all health incidents and related actions taken.

a. Planning Considerations:
  • First Aid – Shelter personnel must plan to have basic first aid assistance available at the shelter. People will come to the shelter with minor injuries.
• Identify Staff with First Aid Training – Inventory shelter staff as to disaster skills and have employees with first aid skills assigned to shelter teams.
• Use trained shelter residents – Residents within the shelter may include persons with first aid, nursing, or medical backgrounds.
• Medical Emergencies – use 911 to call for local EMS for medical emergencies. Transfer anyone with serious injuries, or anyone who is very sick, to a local hospital.

b. Role of Tri-County Health Department (TCHD) – Care and shelter personnel should plan to call upon TCHD when needed to perform the following:
• Health & Sanitation Inspection – To provide an initial and periodic health inspections of the shelter, including a sanitary inspection.
• County Public Health Nurses – To provide County public health nursing services to shelter residents.
• Prevent Communicable Disease – To monitor/evaluate the health status of the shelter population and prevent the spread of communicable disease.
• Other Resources – Local community clinics and Nursing Homes are also a health care or medical resource for the jurisdiction.

c. Contagious Disease Concerns & Medically Fragile Persons
• Temporary Infirmary – If necessary, set aside a part of the shelter as a section for the privacy and isolation of ill persons. In addition, use this area to provide a higher level of care for persons who are more medically fragile. The Logistics Section at the EOC may be contacted to determine of the Medical Pod at the Douglas County Detention Center is available as a temporary infirmary.
• Separation to Reduce Spreading – Plan to provide for the separation of persons with suspected communicable diseases that can range from common colds to more severe influenza and intestinal infections. (Note: Given the close confines of shelter conditions, illness, especially respiratory infections, spread easily among the shelter population without intervention actions.

d. Prescription Drug Management – Some persons within the shelter will have very individualized medication regimes that cannot be interrupted without consequences.
• Storage of Medication – Plan for the secured storage of medications; refrigeration is required for some medications (e.g. insulin and some Human Immunodeficiency Virus (HIV) antibiotics). Medications should be labeled as to owner and ID verified prior to reissuing for consumption.

Local Authority Provided Mental Health Services
The mental health impact of disasters ranges from emotional stress and anger to severe trauma and depression. The potential for drug and alcohol abuse increases. Mental health support for shelter residents is very important in helping people to deal with their losses and begin the recovery process. It will also help people to manage feelings of post-traumatic stress. Planning considerations include:

Enlist Mental Health Counselors – Plan to work with the Logistics Section of the County EOC to obtain as many qualified personnel as possible to provide counseling and support disaster victims with their emotional needs.
a. **Community Counseling Resources** – In addition to All Health Network (see below), develop a resource list of community mental health providers or services to call upon if needed. These resources include:

- Contact the Logistics Section – Health and Human Services Desk at the County EOC to request deployment of Douglas County Victims Assistance team members to provide crisis counseling.
- Community Based Organizations (CBO), such as the Red Cross or Salvation Army that provide crisis counseling.
- Pastoral Counseling Services (congregations and faith-based organizations often provide counseling services).
- Volunteers from the community who are trained as licensed therapists.

**Role of All Health Network (formerly Arapahoe/Douglas Mental Health Network)**

a. **Assess Mental Health Needs** – To assess and activate responses to mental health issues resulting from the disaster.

b. **Provide Crisis Support** – To provide crisis support services for shelter and community residents traumatized by the disaster.

**Local Authority Provided Transportation**

During the period in which the shelter is in operation, some persons will require transportation to the shelter, as well as door-to-door transportation from the shelter to medical and other appointments. In addition, people with disabilities will need para-transit assistance. Planning considerations include:

**Coordination with Logistics** – Shelter personnel must plan to work closely with the Logistics Section of the EOC to provide transportation resources for shelter residents.

a. **Transportation Resources** – Aside from local government and county resources other transportation resources for moving people may include school buses and commercial shuttle vans.

b. **Para-transit Resources** – Identify local para-transit resources for the transport of persons using wheelchairs. In addition, identify local taxi service to support the transportation needs of frail elderly persons. Note: Para-Transit Resources can generally transport ‘standard’ sized wheelchairs but cannot always handle oversized wheelchairs for large individuals.

**Transportation in an Evacuation** – Consider plans for moving large numbers of people if there is a need for a mass evacuation of community residents to disaster shelters.

**Transporting Supplies & Resources** – The movement of shelter supplies and resources will also require transportation resources.

**Shelter Communications**

Shelter personnel must plan for the collection, communication and distribution of care and shelter information. This includes information about the disaster, about relief services available to shelter residents, as well as information to help reunite separated family members.

**Public Shelter Messages** – As the County puts out public messages about shelter locations, stress that residents going to disaster shelters bring a go-kit with blanket or sleeping bag, change of clothes, personal hygiene items, prescription medications and portable oxygen if needed.
**NHPC Bulletin Boards** – Set up bulletin boards/white boards near the shelter registration area as a means for disseminating information to the shelter population. Web based bulletin boards should be created and utilized through coordination with the County EOC – Mass Care Desk.

  a. **News Postings** – Post daily updated news on the response to the disaster, along with news and information about shelter activities for the day.
  b. **Recovery Services** – Provide information on recovery services available through disaster relief organizations such as the Red Cross, Salvation Army, and FEMA, along with other government disaster assistance programs.
  c. **Community Based Organization (CBO) Relief Assistance** – In addition, include information on any active community-based or faith-based relief and assistance programs.
  d. **Functional Needs Support Services (FNSS) Communications** – Consider the information needs of persons who are deaf, or blind, or non-English speaking (see Section 4: Functional Needs Support Services (FNSS) for further information).

**NHPC Shelter Briefings** – It is the responsibility of the Shelter Manager to hold daily shelter briefings with the Shelter Residents to share information and dispel false rumors that may be circulating within the shelter population. Briefing should be held 30 minutes after the shelter staff meeting. Information will then be consistent with information staff learned at their meeting. Suggested times for briefings are 10:00 a.m., 3:00 p.m., and 7:00 p.m.

**NHPC Public Information Officer** – It is recommended that Public Information Officer (PIO) should be designated at the shelter as part of the shelter staff. The shelter PIO can attend meetings and briefings off site at the Incident Command Post (ICP) and/or the EOC and bring back verified information to share with staff and shelter population. This information can then be posted at the shelter. A PIO can be requested from the EOC – Mass Care desk for regular visits if the shelter staff does not have the ability to fill the shelter PIO position.

**Disaster Welfare Inquiries Answered by Town/County authorities** – Respond to disaster welfare inquires (seeking to locate persons who are presently unaccounted for) by referring to shelter registrations.

  a. **Town/County/Red Cross Centralized Shelter Registration Log** – Consider implementing a centralized shelter registration log to combine registrations from all shelter locations if multiple emergency shelters exist. This should be coordinated through the EOC – Mass Care desk.
  b. **Coordination with the Red Cross** – Coordinate family reunification support with the Red Cross, which operates a regional Disaster Welfare inquiry system.

**EOC Communication** – Telephones are the primary communication link between shelter facilities and the EOC. If the telephones are not functional, use ARES Radio operators for ham radio communication. As a last resort, use runners to relay messages between the shelter and the EOC.

**Additional Resources** – Electronic bulletin boards and traffic signs should be considered.

**Local Authority Provided Social and Personal Needs**

Given a significant disaster event, residents will begin to work toward recovery while in the emergency shelter. Shelter personnel should plan to coordinate with external agencies and services via the Logistics Section of the EOC to help meet the personal needs of shelter residents. Some planning considerations are:
Child Activities – If a shelter remains open for more than a day or two, plan to provide child activities and possible child care services to support parents with child supervision and care needs.

Clothing – Emergency clothing becomes a need when possessions are lost in a disaster.
   a. Community Donations – Local business may provide bulk clothing donations.
   b. Red Cross Clothing Vouchers – Traditionally, the Red Cross makes vouchers available to disaster victims for the purchase of new clothes at local retail stores.

Comfort Kits – Shelter residents will need basic hygiene items such as soap, a washcloth, toothbrush, toothpaste, a razor, and a comb.
   a. Local Suppliers – Plan to obtain these items either through the Douglas County Detention Center, commercial vendors, Red Cross or through donation from local businesses, faith-based organizations or community organizations.

Long Term Housing Assistance
   a. Housing Resource List – Identify resources (e.g., hotels, motels, apartment complexes, local congregations, trailer parks, etc.) with the potential to provide post disaster temporary housing for shelter residents.
   b. Transitional Support Needs – Collaborate with Douglas County Victims Assistance, All Health Network and County Health and Human Services to support shelter residents in their transition from the shelter into temporary or longer-term housing.

Language Translation – Consider the following options for bilingual support. See Section 4: Functional Needs Support Services (FNSS) for more information.
   a. Douglas County Sheriff Office or Douglas County Courts – Contact County EOC to request translators from the Douglas County Sheriff’s office or the Courts on-call translators list.
   b. Bilingual Shelter Residents – Ask bilingual shelter occupants to volunteer and assist non-English speaking occupants.
   b. Bilingual Volunteers – Seek out county volunteers with bilingual skills. Contact the EOC to request available Sheriff Office or Court System interpreter support as needed.
   c. Community Based Organizations (CBO) with Ethnic-specific Services – Coordinate with CBOs that specialize in serving specific ethnic communities and have bilingual staff.

Recovery Services – Shelter residents will need assistance in identifying where to go for services to meet their specific disaster recovery needs. Disaster relief organizations such as the Red Cross, Salvation Army and FEMA, along with other government, faith and community based relief programs, may all initiate recovery services for disaster victims.
   a. Distribute Resource Lists – Develop resource lists with contact information and a description of available relief and recovery services for disaster victims.
   b. Information and Referral Services – Care and shelter personnel can work in coordination with community-based Information and Referral service programs that are linked with Human Service providers. Douglas County Libraries are an additional information and referral service.
   c. CBO Collaboration – Care and shelter personnel will identify the needs of those in shelters and then coordinate, via the Logistics Section of the EOC, with support agencies and relevant CBOs to arrange assistance.
d. Collaborate with Colorado Voluntary Organizations Active in Disasters (VOAD), Douglas County Organizations Active in Disaster (COAD) and Community Based Organizations (CBO) agencies – to establish long-term recovery and unmet needs committees.

**Replacement Equipment** – Elderly persons and people with disabilities will require help to replace personal supplies and equipment, if lost or damaged in the disaster (e.g., items like orthopedic braces, wheelchairs, hearing aids, oxygen tanks, etc.)

- **Local Vendors** – Work through local vendors to replace items.

**Local Authority Provided Animal Care**

Care and shelter personnel should work with the County EOC to address the need for care of animals for shelter residents. Shelter residents are usually emotionally attached to animals and will benefit from having their animals nearby if possible. Work to assure the deployment of a Co-located shelter where animal sheltering is established within walking distance of the human emergency shelter.

**Animal Care** – Work with the EOC to plan for the care of pets and large companion animals during the sheltering operation. Ensure that a shelter facility for animals is identified in the plan and that provisions are made for the temporary care of animals.

*Note: Consider allowing pets to co-habitat with their owners in the case of a short sheltering event, such as a snow weather emergency shelter, with low numbers of animals. Contact the EOC to request that an animal shelter be quickly established, adequately staffed and supplied close by the human shelter.*

- **Clearly Communicate the Pet Policy** – Clearly and publicly state the policy regarding pets to avoid misunderstanding when people arrive at the emergency shelter.
- **Service Animals** – Service animals are allowed in the shelter and are not considered pets, but rather, are considered extensions of the shelter resident. A service animal means any dog or miniature horse that is individually trained to work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability (American Disabilities Act of 1990, U.S.C. 12181).

In situations where it is not obvious that the dog or miniature horse is a service animal, staff may ask only two specific questions: (1) is the animal a service animal required because of a disability? and (2) what work or task has the animal been trained to perform? Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task, or inquire about the nature of the person's disability. Set up a sleeping space in a separate room or area if possible. People may have allergies to animal dander. Be sure to assign a dog relief area and provide disposal containers. If the County Animal Response Team (CART) is activated, CART Team members can be requested to assist the shelter resident with the care of their Service Animal if needed.
c. Reassurance – Pet owners need to be fully reassured that their pet will be safely cared for – issues are sure to arise if pet owners refusing to evacuate or go to a shelter if it means separating from their animal.

d. Pet Identification (ID) Tags – If the CART is not activated plan to identify the pet with a Pet ID tag/band to make for easy reunification with its owner later. If the CART is activated, the CART has protocols to ID Tag the animal for reunification with its owner.

Onsite Holding Area Until Animal Care/CART is Available – Create a makeshift pet holding area inside or outside (as appropriate to weather and resident need) the shelter facility. This requires the provision of food, water, and exercise for pets, and if necessary, supplies ordered from the EOC to create a pet holding area (e.g., crates, bowls, leashes, fencing etc.).

Safety and Security

Care and shelter personnel must plan to operate shelter facilities in a manner that promotes the safety and security of each resident within the shelter. This includes establishing and posting clearly understood rules so all shelter occupants understand what is expected of them.

Shelter Rules

a. Provide Rules at Registration – Shelter residents must understand the rules upon registration. Plan to have rules prominently posted (or passed out as an information sheet) and then reinforced at shelter orientation sessions. See Appendix A: Shelter Rules.

b. Translation of Rules – For non-English speaking persons have shelter rules and regulations translated into other languages such as Spanish.

c. Enforcement of Rules – Use rules as a cause for dismissal if broken and call upon DCSO Deputies to assist with serious disputes or rule violations.

Policing Functions

a. Security – The NHPC Shelter Manager should request a Town Police Officer or Deputy from the Douglas County Sheriff’s Office to be assigned to the shelter depending on which local authority requested activation of the shelter. The request should make clear that the Officer/Deputy should be assigned to the interior of the shelter rather than from a vehicle outside of the shelter. Coordinate with the EOC for additional security assistance if needed.

b. Security/Safety Inspections – Plan to regularly inspect the facility (and the surrounding grounds) to ensure compliance with shelter rules, fire regulations, and to spot any potential problems. Coordinate with the EOC for assistance from officials for inspections when needed.

c. Monitoring Occupant Flow – If possible, establish a single entrance and single exit to the shelter, and secure (but do not lock) all other entrances and exits. This is to prevent theft from people outside the facility and to facilitate sign-in / sign-out and security procedures.
Shelter Maintenance and Equipment
Operating a shelter for a sustained period requires plans for the daily upkeep of the facility and for the ongoing acquisition of equipment and supplies. Since it is their “temporary home”, ask shelter residents to assist with housekeeping and cleaning activities alongside shelter staff. Tri-County Health Department can address food, water safety and sanitation issues in the shelter.

Shelter Supplies – Work with the Logistics Section of the EOC to obtain additional supplies and equipment such as cots, blankets, first aid supplies, cleaning equipment, and tools.
   a. Initial Inventory – Conduct a pre-occupancy inventory of potential shelter sites to determine what operational supplies may already be in place.
   b. On-Site Cache of Supplies – Douglas County FFESS will store critical shelter supplies (e.g. cots, blankets, first aid kits, tools and other supplies) in a County trailer as well as a resident Red Cross Trailer. These trailers can be pre-positioned at the shelter location via a request to the EOC or to FFESS Staff. The County’s Access and Functional Needs (AFN) Kits are stored at the Fairgrounds and can also be requested at the time of the Emergency Shelter Activation. See Appendix E – Access and Functional Needs (AFN) Equipment and Supplies for a list of what is contained in the AFN Kit.
   c. Vendor Agreements – Consider forming as many agreements and/or developing vendor relationships as necessary with local businesses in advance, to supply goods need during shelter operations.
   d. Donated Goods / Services – During operation, work with the Logistics Section of the EOC to obtain donated goods and services to support shelter operations.

Waste Management – NHPC plan to arrange for daily garbage / waste removal.
Portable Toilets – As necessary, arrange for the installation of additional toilets and possibly shower facilities. It is recommended to provide 1 restroom for every 40 shelter residents. Showers are not available at NHPC. Shower arrangements must be made by the local authority at another location.

Shelter Population Demographics
We can estimate that a large percentage of those displaced persons will seek alternative arrangements to public emergency shelters. This may include lodging with relatives or friends, staying in hotels, camping out or even sleeping in their vehicles. However, while many persons will sleep elsewhere, they may still use local shelter services for meals and for obtaining information.

Demographic Implications for Care and Shelter Planners
   a. Elderly and Functional Needs Demographics – Douglas County has an increasingly high number of elderly citizens and citizens with functional needs. These populations may need Local Authority provided Functional Needs Support Services (FNSS).
   b. Commuters and Tourists – Another factor that may contribute to an increase in the shelter population are non-resident populations such as commuters and tourists.
   c. Long Term Needs – By the seventh day into a disaster, the shelter population will have peaked. Thereafter, what remains of the shelter population are generally persons with fewer resources and more long-term housing and social service needs. Local government needs to work in close partnership with CBOs, Human Services and Red Cross to meet the long-term personal needs of shelter residents.
Section 4 – Local Authority Provided Functional Needs Support Services (FNSS)  
Seniors and People with Disabilities

When disasters occur, older and disabled persons are the most likely to suffer its impact. Physical or mental disabilities may limit their capacity to respond or to seek help. Many older and disabled persons require community support services such as home meal delivery, home care support or senior center support to live independently. Any emergency that disrupts those lifelines leaves them vulnerable. Below are some considerations for assisting people with access and functional needs.

Maintain Critical Services
a. Deploy County Access and Functional Needs Sheltering Kits – these kits have durable medical equipment and consumable medical supplies and if not pre-positioned with other shelter equipment can be requested by working with the Mass Care desk at the EOC. See Appendix E for a list of what is contained in the AFN Kit.

b. Ask the EOC for Additional Functional Needs Support – contact the Logistics Section and the EOC and request assistance with locating and arranging for support by requesting functional needs resources such as durable medical equipment, consumable medical supplies, essential medications, communication access and personal assistants.

b. Collaborate – with agencies that regularly serve these populations to continue service and identify their clients that may need outreach.

Transportation Functional Needs – Some persons with mobility impairments may have no means of transport to shelters or help centers and will require accessible transportation.

a. Work with the EOC – to arrange for transportation for those who have no means of transportation.

b. Wheel Chairs – assure that transportation provided will accommodate for wheel chairs and other functional needs equipment.

Identify Functional Needs During Registration – Use shelter registration form to identify needs that older or disabled persons may have for special assistance.


b. Dietary Needs – identify individuals that need special diets such as those with diabetes or hypertension.

c. Functional Needs Equipment – identify individuals who may require wheel chairs or other functional needs equipment.

b. Personal Care or One-on-One Assistant – identify those who need personal care or one-on-one assistants to help with bathing, dressing, feeding, walking or need help communicating.

Provide Basic communication – Ensure that persons who are deaf or hearing impaired receive and understand all shelter rules and announcements. Have note pads, pens and pencils available at the shelter for staff or volunteers to use in communicating with deaf or hearing-impaired persons. Keep language simple and draw pictures if necessary. There are many items in the AFN Kits to assist with communication including Pocket Talkers, pens, paper and magnifying sheets.
Medications, Supplies and Equipment – Physically disabled persons may have less opportunity to access their personal items and emergency medical supplies before evacuating their home to disaster shelters.

a. Disability Supplies – request AFN Kits from the Logistics Section of the EOC such as wheel chairs, canes, walkers and hearing aids. Special medical items such as colostomy bags, etc. can also be requested through County EOC Logistics.

b. Seniors – give priority to seniors and people with disabilities when cots and blankets are limited.

Privacy Area – Create a section of the shelter that is separate from the other shelter residents for use as a “privacy room”. Some persons with disabilities must change catheter bags and attend to other personal hygiene needs. In addition, some elderly persons, persons with psychiatric disabilities, and even parents with a very young or breast-fed child may benefit from access to a privacy area.

People who are Medically Fragile or Dependent
People who are medically fragile or dependent include those people who live at home with needs for life support systems such as dialysis or respirators, as well as persons who are severely ill and require home health care. Many persons in this situation cannot be self-sufficient for 3 – 5 days following a major disaster. In extreme cases, if electrical power is out for an extended period, or if care providers are unavailable, medically fragile persons may need to evacuate from their home to an environment with backup, electric power or supervised personal or medical care – and not to a public emergency shelter. Work with EOC Logistics to find alternative and appropriate accommodations for individuals with these needs.

Care and Shelter Planning Tips for Medically Dependent/Fragile People:

a. Caregivers and equipment – Persons dependent on life-support equipment or home health care, will need to bring the equipment, and/or the personal support they receive at home, with them to the shelter. If necessary, an area of the shelter may be sectioned-off to provide for more privacy.

b. Backup Generators – Persons using life support systems will require electric power.

c. Shelter Isolation Area – Designate a separate room or space within the facility for people who have asthma, multiple chemical sensitivities or allergies. People with seriously weakened immune systems (e.g., some persons with AIDS or diabetes) who are very susceptible to germs in the environment may also require isolation within shelters.

d. Transportation – Coordinate with EOC Logistics if there are requests for specialized transport.

Note that people with a medical condition may need ongoing skilled nursing care and personal attention during the length of the shelter operation. The following are options for consideration:

e. Local EOC Support – coordinate with EOC Logistics for local nursing and medical personnel.

f. Tri-County Health Dept. – Care and shelter personnel may also request support from TCHD through EOC Logistics.
g. **Private Nursing Care** – Contract with private, nursing care providers to support medically fragile shelter residents in cases where local and county government resources are at full capacity.

h. **Alternate Facilities** – In cases where there are persons with contagious health conditions or medical needs that cannot be handled by shelter staff, transfer to an alternate facility that is more fully equipped and properly staffed. This may include a hospital, nursing home; special needs shelter, or alternate care home.

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**Children Who are Unaccompanied or Unsupervised**

Following a disaster, many children and families can be separated. **Care and Shelter Planning Tips for Unaccompanied/Unsupervised Children** - Plan to help with the reunification of families who are separated during the disaster. The following are considerations for helping unaccompanied or unsupervised children.

a. **Children arriving at the Shelter Without a Parent or Guardian** – Get the parent’s name and phone number if possible, and try to locate the parent. Plan for a qualified staff person to supervise the child until such time that the parent or guardian can be located.

b. **Children at the Shelter longer than 12 hours without Parent or Guardian** – If the child is not picked up within 12 hours, contact Child Protective Services (CPS) through the EOC.

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**Section 5 – Volunteer and Donations Management**

The purpose of this section is to provide detailed information for donations and volunteer management, which include considerations for pre-trained and spontaneous shelter volunteers, as well as County management of Donations.

**Pre-Trained Shelter Staff and Volunteers**

Pre-trained shelter volunteers are vitally important to the success of mass care and shelter operations. Planning considerations include:

**Sources for Volunteer Recruitment of Pre-Trained Shelter Volunteers** – NHPC plans to work to train a cadre of local volunteers in advance of the disaster to provide support at the NHPC shelter. It is the goal of the Douglas County Emergency Shelter and NHPC Teams to ultimately maintain a list of shelter-trained volunteers and include them in disaster exercises to practice shelter activation.

**Areas for Volunteer Involvement** – The following are some of the possible roles for volunteers within the emergency shelter:

a. **NHPC Shelter Manager** – a New Hope volunteer trained and certified by the Red Cross

b. **Reception and Registration** – meet and greet arriving shelter residents and help them fill out registration forms.

c. **Runners** – Help in obtaining goods and services or acting as “runners”.

d. **General Operations** – Support with shelter operations such as shelter set up, food services, shelter maintenance, etc.
e. Local Authority Health and Human Services – Support with more specialized services such as first aid, mental health, child activities, recreation and personal assistance services from support for seniors and people with disabilities and to assist with language translation.

Mass Care and Shelter Training – Town of Castle Rock and Douglas County will continue to work with the Red Cross to conduct government partnership shelter training to Town, Douglas County and NHPC Volunteer Staff and future emergency shelter volunteers in advance of a disaster.

Donations Coordination
Predictably, donations and spontaneous volunteers will arrive at the shelter without warning during a large-scale emergency or disaster. Donations management is not a function of the Emergency Shelter – instead it is a coordination function that should be managed through the EOC. Receipt of donations and spontaneous volunteers at the shelter should be directed to the coordination function that the EOC has put into place.

Shelter Responsibilities – Upon shelter activation, shelter staff will:
   a. Identify Volunteer needs – Shelter staff will identify the need for shelter volunteers and communicate those needs to the Logistics Section of the EOC.
   b. Identify Donation needs – Shelter staff will identify the need for shelter donations and communicate those needs to the Logistics Section of the EOC.
   c. Direct all Donations and Spontaneous Volunteers to the EOC – Shelter staff will direct donations and spontaneous volunteers to the EOC for coordination.

Shelter Donation Needs
It is important to pre-identify which donation items can and cannot be accepted in emergency shelters and clearly communicate these needs to the EOC for coordination. Some planning considerations include:

New Clothing and/or Household items – Clothing and household items are generally accepted; however, they must be new. Used clothing and household items are not acceptable items for distribution in a shelter. Shelter residents may be given a referral or voucher to select used items directly from a partner agency (such as Salvation Army or Goodwill), who may provide assistance to victims.

Commercially Prepared Food, Water and Other Items – Commercially prepared food, water and new items can be accepted for use in the shelters. Items such as unopened and unexpired pillows, sunscreen, and antibacterial hand wash and other new items are generally desired.

Commercial Large Quantity Donations – Coordination efforts managed through the EOC may elect to process, track and arrange for delivery of large quantity donations directly to the shelter site.

New Items (unused) – Donations that can be equitably distributed in a shelter include:

- Facial cleansers
- Toothbrush/toothpaste
- Hairbrush/comb
- Body/hand cleanser
- Body/hand lotion
• Sunscreen
• Gel sanitizer
• Washcloth/hand towel/bath towel
• Mouthwash
• Baby Bottles
• Diapers (infant & adult)
• Infant toiletries
• Bottled water
• Bottled juice drinks
• New and unopened toys
• Commercially prepared snacks
• Functional Needs Support Services (FNSS) equipment

Gently Used Items Include:
• Reading glasses (can be sanitized with alcohol wipes)
• Books and magazines

Items That Should Not be Accepted Include:
• Used clothing
• Used toys
• Food (packaged, bought or homemade)
• Furniture
• Appliances

Section 6 – Shelter Demobilization
Shelters should remain open until all clients can return to their home or make other arrangements for housing. Demobilization plans can be developed when the emergency incident is under control. The NHPC Shelter manager will begin the closing process when all residents have made other housing arrangements.

Protocols
• The County EOC in cooperation with the Operations and Health and Human Services Branches of the EOC will determine when the shelter closes.
• Local jurisdictions will identify what community resources and agencies will be needed to ensure all remaining clients have housing arrangements.
• Effective demobilization will require a media plan that can be coordinated by the EOC in cooperation with PIO/JIC.

Responsibilities
The Douglas County EOC:

a. Determines Triggers for Demobilization
b. Develop Effective Media Plan and Outreach
c. Identify Surplus – Obtain identification and description of surplus resources, and their approximate release times from shelter staff. See Appendix B: Shelter Forms; Excess Resource Inventory Form.

The NHPC Shelter Manager:

a. Coordinate a Demobilization Plan
b. Notify Facility Administration
c. Notify Shelter Residents
c. Post Notice of Shelter Closing – Post shelter closing 24 hours in advance of closure. See Appendix C: Shelter Signs; Shelter Closing Notification Sign.

Demobilization Considerations

Demobilization Plans can be developed when the emergency incident is under control.

Coordinate with the County EOC – The EOC will determine when the shelter shall be demobilized.

Establish Triggers for Closing the Shelter – Work with the EOC to establish triggers for closing the shelter. Some triggers to consider are:

   a. Decreasing Number of Clients Remaining – Consider the number of clients remaining in the shelter.
   b. Incident-Related “All Clear” – The incident may be over and/or residents can return to their homes.

Determine What Agencies Can Support Client Housing Needs – Work with agencies in advance if there will be housing needs following demobilization. For more information, please refer to the Douglas County Recovery Plan.

Consider Time Necessary to Breakdown and Clean Up

Closing the Shelter
Once it is Determined That the Shelter Will be Demobilized

   a. Notify Facility Administration
   b. Notify Shelter Residents
   c. Post Notice of Closing – Post a notice of closing on the main entrance and all exits at least 24 hours in advance (see Appendix C: Shelter Signs; Shelter Closing Notification)
   d. Conduct a Post-Occupancy Walk Through – Contact facility administration to conduct a post-occupancy walk through. Sign-off utilizing a Release of Facility. See Appendix B: Shelter Forms; Release of Facility Form.
   e. Gather, Clean, Restock and Re-Pack Shelter Trailer Equipment.
   f. Clean Shelter – All areas of the shelter must be cleaned and returned to pre-shelter condition.

Administrative Records
The Shelter Manager will keep accurate administrative records including personnel and time, tracking of food, supplies and repairs, and other expenses incurred by the emergency shelter operation. It is recommended to obtain post event address and phone numbers of the shelter occupants. This should be completed during the initial shelter registration process and verified upon clients checking out of the shelter.

The Shelter Manager will complete a shelter After Action Report and forward to the County EOC. See Appendix B: Shelter Forms; Shelter After Action Form.

Administrative records should be shared with the County EOC.
Appendix A: Emergency Shelter Rules

Emergency Shelter Rules

1. Do not attempt to enter areas marked as RESTRICTED.
2. Keep your valuables with you always.
3. Keep quiet around established QUIET AREAS and SLEEPING AREAS.
4. Respect established lights out time.
5. Cell phone usage must not violate quiet area and lights out rules.
6. Keep noise levels at a minimum.
7. No smoking is allowed in the shelter. Designated smoking areas will be established outdoors and at least 100 feet from the shelter.
8. Use SIGN IN and SIGN OUT form when entering or leaving the shelter.
9. Acceptable shelter behavior includes:
   - No foul language
   - No abusive conduct
   - No stealing or destruction of property
   - Be respectful toward staff and shelter population
10. Use the same cot each night.
11. No meals allowed in the SLEEPING AREA.
12. Children must be accompanied by an adult always.
13. No weapons are allowed in the shelter. This includes but is not limited to, firearms and knives (blades over 2 inches). See shelter management for additional information or concerns.
14. Service animals are allowed in the shelter. Pet animals will be housed in the nearby pet shelter – see shelter staff for animal sheltering information.
Appendix B: Shelter Forms
Emergency Shelter Pre-Set Up and Activation Standard Operating Procedure
Facility/Shelter Opening Checklist Form
Shelter Registration Form
Daily Shelter Report
Daily Shelter Log
Shelter Resident Sign-In/Out Form
Visitor Sign-In/Out Form
Facility/Shelter Demobilization Checklist Form
Shelter After Action Form
Appendix C: Shelter Signs

Emergency Shelter Signs (see attachments to this plan)

Register Here Sign
Medical Station Sign
Restrooms Sign
Quiet Area Sign
Service Animals
Please Sign In and Out Sign
Resources / Information Sign
Handicap Sign
Arrows Signs
Shelter Closing Notification Sign (Post 24-hour Prior to Closing)
Shelter Closed Notification Sign (Final Notice – Post After Closing)
New Hope Emergency Shelter

Register Here!
New Hope Emergency Shelter

Medical Station
Restrooms
Quiet Area

New Hope Emergency Shelter
Register Here!

New Hope Emergency Shelter
SERVICE ANIMAL

“Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability” (American Disabilities Act of 1990 (42 U.S.C. 12181)

New Hope Emergency Shelter
Please Sign
In and Out

New Hope Emergency Shelter
Resources & Information

New Hope Emergency Shelter
The following is an important message to local disaster victims from Douglas County.

The County will close this emergency shelter located at:

_________________________ on __________________

If you are a disaster victim and need local assistance, please go to the shelter prior to its closing date and time listed above.
SHELTER CLOSING
NOTIFICATION

(Final notice – Must be posted after closure of Shelter)

The following is an important message to local disaster victims from Douglas County.

The County has closed this emergency shelter located at:

___________________________ on ________________

Those who need assistance should contact

_______________________________ at ________________
## 100 UNIT SHELTER INVENTORY LIST

### Recommended Items (Overview of Shelter Supplies)

<table>
<thead>
<tr>
<th>Item</th>
<th>Amt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cots (regular)</td>
<td>86</td>
</tr>
<tr>
<td>Blankets (2 per person)</td>
<td>180</td>
</tr>
<tr>
<td>*Kits (kits are itemized below)</td>
<td></td>
</tr>
<tr>
<td>Administration kit (office supplies and forms)</td>
<td>1</td>
</tr>
<tr>
<td>Canteen kit</td>
<td>1</td>
</tr>
<tr>
<td>AFN Kit</td>
<td>5</td>
</tr>
<tr>
<td>Entertainment kit</td>
<td>1</td>
</tr>
</tbody>
</table>

### Other Supplies to Consider

<table>
<thead>
<tr>
<th>Item</th>
<th>Amt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tool kit*</td>
<td>1</td>
</tr>
<tr>
<td>Trash cans, large (administration, canteen, medical, restrooms)</td>
<td>1 each area</td>
</tr>
</tbody>
</table>

### Administrative Kit (Office Supplies)

<table>
<thead>
<tr>
<th>Item</th>
<th>Amt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculator</td>
<td>1</td>
</tr>
<tr>
<td>Envelopes (medium; clasp)</td>
<td>25</td>
</tr>
<tr>
<td>File folders (50 per box)</td>
<td>1</td>
</tr>
<tr>
<td>Newsprint sheets (tube)</td>
<td>5</td>
</tr>
<tr>
<td>Paper clips (100 per unit)</td>
<td>3</td>
</tr>
<tr>
<td>Paper, writing pads (misc. sizes)</td>
<td>24</td>
</tr>
<tr>
<td>Pencils with erasers (12 per box)</td>
<td>1</td>
</tr>
<tr>
<td>Pens, ball point pen (12 per box)</td>
<td>3</td>
</tr>
<tr>
<td>Phone message book</td>
<td>1</td>
</tr>
<tr>
<td>Rubber bands (package)</td>
<td>1</td>
</tr>
<tr>
<td>Ruler</td>
<td>2</td>
</tr>
<tr>
<td>Scissors</td>
<td>1</td>
</tr>
<tr>
<td>Stapler and staples boxes (5000 per box)</td>
<td>3</td>
</tr>
<tr>
<td>Sticky notes (misc. sizes and colors)</td>
<td>12</td>
</tr>
<tr>
<td>Tape, duct (roll)</td>
<td>2</td>
</tr>
<tr>
<td>Tape, masking (roll)</td>
<td>1</td>
</tr>
<tr>
<td>Tape, scotch with plastic dispenser</td>
<td>3</td>
</tr>
<tr>
<td>Volunteer ID</td>
<td>50</td>
</tr>
</tbody>
</table>

### Other Supplies to Consider for Administrative Kit

<table>
<thead>
<tr>
<th>Item</th>
<th>Amt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Binder clips (boxes)</td>
<td>5</td>
</tr>
<tr>
<td>Clipboards, legal size</td>
<td>10</td>
</tr>
<tr>
<td>Clock (battery or spring wound)</td>
<td>1</td>
</tr>
<tr>
<td>Easels to hold signs</td>
<td>4</td>
</tr>
<tr>
<td>Extension cord, heavy duty 100 ft.</td>
<td>3</td>
</tr>
<tr>
<td>Felt-tip markers (broad)</td>
<td>1</td>
</tr>
<tr>
<td>Item</td>
<td>Amt</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-----</td>
</tr>
<tr>
<td>Identity wrist bands (different colors)</td>
<td>200</td>
</tr>
<tr>
<td><strong>Other Supplies to Consider for Administrative Kit (cont.)</strong></td>
<td></td>
</tr>
<tr>
<td>Magnifying glass</td>
<td>3</td>
</tr>
<tr>
<td>Map of area</td>
<td>1</td>
</tr>
<tr>
<td>Megaphone</td>
<td>1</td>
</tr>
<tr>
<td>Paper towels (canteen, medical, restrooms)</td>
<td>3</td>
</tr>
<tr>
<td>Paper, copier (ream of 500)</td>
<td>1</td>
</tr>
<tr>
<td>Pencil sharpener, manual</td>
<td>2</td>
</tr>
<tr>
<td>Staple remover</td>
<td>3</td>
</tr>
<tr>
<td>Telephone book of local area</td>
<td>1</td>
</tr>
<tr>
<td>TTY equipment</td>
<td>1</td>
</tr>
<tr>
<td>Walkie talkies (and spare batteries) for staff</td>
<td>4</td>
</tr>
<tr>
<td>Whistle (with lanyards)</td>
<td>3</td>
</tr>
<tr>
<td><strong>Administrative Kit (Forms)</strong></td>
<td></td>
</tr>
<tr>
<td>Daily Shelter Log</td>
<td>50</td>
</tr>
<tr>
<td>Daily Shelter Report</td>
<td>30</td>
</tr>
<tr>
<td>Facility/Shelter Opening Checklist Form</td>
<td>5</td>
</tr>
<tr>
<td>Shelter Info Poster Kit</td>
<td>1</td>
</tr>
<tr>
<td>Shelter Registration Form</td>
<td>150</td>
</tr>
<tr>
<td>Sign-in/out sheets (Residents, Staff, Visitor)</td>
<td>25</td>
</tr>
<tr>
<td><strong>Canteen Kit</strong></td>
<td></td>
</tr>
<tr>
<td>Can opener (manual)</td>
<td>1</td>
</tr>
<tr>
<td>Coffee – regular &amp; decaffeinated (enough for 500 servings)</td>
<td>500</td>
</tr>
<tr>
<td>Coffee filters (box)</td>
<td>1</td>
</tr>
<tr>
<td>Coffee maker (50 cups)</td>
<td>1</td>
</tr>
<tr>
<td>Creamer – nondairy (container)</td>
<td>4</td>
</tr>
<tr>
<td>Disposable food prep gloves (box of 500)</td>
<td>1</td>
</tr>
<tr>
<td>Drink cambro (5 gallon)</td>
<td>2</td>
</tr>
<tr>
<td>Forks, spoons, knives (200 each)</td>
<td>200</td>
</tr>
<tr>
<td>Garbage bags (32 gallon)</td>
<td>100</td>
</tr>
<tr>
<td>Hot/cold cups</td>
<td>3000</td>
</tr>
<tr>
<td><strong>Canteen Kit (cont.)</strong></td>
<td></td>
</tr>
<tr>
<td>Napkins</td>
<td>1000</td>
</tr>
<tr>
<td>Plates</td>
<td>300</td>
</tr>
<tr>
<td>Stirrers (box of 1000)</td>
<td>1</td>
</tr>
<tr>
<td>Sugar – regular, Equal/Sweet ‘N Low/Splenda (each)</td>
<td>1000</td>
</tr>
<tr>
<td>Water bottles (16.9 fl. Oz each)</td>
<td>500</td>
</tr>
<tr>
<td><strong>Other Supplies to Consider for Canteen Kit</strong></td>
<td></td>
</tr>
<tr>
<td>Aluminum foil (roll)</td>
<td>1</td>
</tr>
<tr>
<td>Baby bottles</td>
<td>20</td>
</tr>
<tr>
<td>Baby formula – regular and soy-based (1 container ea.)</td>
<td>2</td>
</tr>
<tr>
<td>Bowls, disposable</td>
<td>300</td>
</tr>
<tr>
<td>Item</td>
<td>Amt</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-----</td>
</tr>
<tr>
<td>Emergency food packets (extended shelf life)</td>
<td></td>
</tr>
<tr>
<td>Food – non-perishable (each)</td>
<td>500</td>
</tr>
<tr>
<td>Food prep utensils (2 ea. of knife, spoon, spatula, ladle, tongs)</td>
<td>2</td>
</tr>
<tr>
<td>Gatorade – for dehydration issues (bottles)</td>
<td>50</td>
</tr>
<tr>
<td>Hot cocoa (servings each)</td>
<td>100</td>
</tr>
<tr>
<td>Hot tea (servings each)</td>
<td>100</td>
</tr>
<tr>
<td>Pet food for service animals (1 bag dependent upon pet size)</td>
<td>1</td>
</tr>
<tr>
<td>Plastic wrap (roll)</td>
<td>1</td>
</tr>
<tr>
<td>Portable stove</td>
<td>1</td>
</tr>
<tr>
<td>Pots (for boiling water)</td>
<td>2</td>
</tr>
<tr>
<td>Powdered milk (regular)</td>
<td>1pkg</td>
</tr>
<tr>
<td>Powdered milk (soy)</td>
<td>1pkg</td>
</tr>
<tr>
<td>Soap (dish washing)</td>
<td>1</td>
</tr>
<tr>
<td>Sponges or dish cloths</td>
<td>10</td>
</tr>
<tr>
<td>Tea bags (servings each)</td>
<td>100</td>
</tr>
<tr>
<td>Water filter</td>
<td>4</td>
</tr>
<tr>
<td>Water purifier (1 bottle treats 50 gallons)</td>
<td>5</td>
</tr>
<tr>
<td>Waterproof matches (boxes)</td>
<td>3</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Sanitation Kit</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Disinfectant (bottle)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>N95 Face masks, disposable (boxes)</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Facial tissue (boxes)</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Gloves (1 box 100 count sterile gloves – can be used for medical)</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Toilet paper rolls</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Trash bags – feminine hygiene and diaper/depends (100 bag box)</td>
<td>1</td>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Other Supplies to Consider for Functional Needs Support Services (FNSS)</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Raised toilet seats</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Shower chairs</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Toilet chairs</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tool Kit</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-functional tool (screwdriver, pliers, scissors, knife, etc.)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Safety glasses</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Work gloves</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Supplies to Consider for Tool Kit</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bleach (canteen, restrooms)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Broom and dustpan</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Caution tape (roll)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Child safety plugs (pkgs)</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Disinfecting cleaner</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Duct tape</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Emergency generator</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Emergency poncho (for shelter staff)</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Fire extinguisher (A-B-C Type) (administrative, canteen)</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>Quantity</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>----------</td>
<td></td>
</tr>
<tr>
<td>Flash lights &amp; batteries</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Folding shovel</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Gloves, disposable, non-latex only) (medical, sanitation)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Hand sanitizer (canteen, medical, sanitation)</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Mop &amp; bucket</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Multi-functional tool (hammer, axe, wedge, pick)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Nails (assorted box)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Plastic sheeting roll</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Portable heater</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Radio with batteries</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Rope (100 feet of 1/2&quot;)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Safety cones</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Safety vests (shelter staff)</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>
Appendix E: Access and Functional Needs (AFN) Kit Equipment & Supplies

Equipment

Mobility Devices
- Wheelchair
- Crutches
- Walking Cane
- Transfer Boards
- Two-wheel Walker

Miscellaneous Items:
- Solar Charger
- 2 Long-handle Reacher’s
- 8 Furniture/Bed Risers
- 2 Dog Leashes
- Dry Erase Board
- 2 Folding White Canes
- 2 Communication Sheets (Picture, English & Spanish)
- 4 Door Stops
- 10 Orange Cones

Communications Devices:
- Reading Light
- Megaphone
- Cow Bell
- Pocket talker

Supplies

Shower and Bathroom Items:
- Raised Toilet Seat with Arms
- Shower Seat with Back
- Yoga Mat

Miscellaneous Items:
- 6 Collapsible Dog Bowls
- 4 Coloring Books with Crayons
- 2 Soft-plush Toys
- Unisex Urinal

Facility Barrier Items:
- 100’ Caution Tape
- 2 8’ Extension Cords
• 12 Door Knob Grips
• 6 Multi-colored Duct Tape

Eating & Drinking Products:
• 1 Box Straws
• Two-Handle Cup
• 1 Package Foam Tubing
• 1 Box Plastic Forks
• 1 Box Plastic Spoons
• 4 Pack Built-up Handle

Personal Heating & Cooling Items
• 2 Bandanas
• 2 Spray Bottles
• 5 Cooling Towels
• 12 Pairs of Hand Warmers

Communications Devices:
• Whistle
• 12 Ear Plugs
• 2 Erasers
• 6 Markers
• 2 Gel Pens
• 2 Pencils
• 2 Magnifying Sheets
• 20/20 Low Vision Pen
• 2 Small Legal Pads
• 2 Signature Blanks
• Hearing Aid Batteries
**Appendix F: Resources**

**Resources**

**Animal Services**

Animal Services is activated through the Douglas County EOC

<table>
<thead>
<tr>
<th>Name of Resource</th>
<th>Location Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>DFL CART Team (Small Animals)</td>
<td>Douglas County Fairgrounds</td>
</tr>
<tr>
<td>Contact Anne Walton @ OEM</td>
<td>Elbert County Fairgrounds</td>
</tr>
<tr>
<td>303-435-1433</td>
<td></td>
</tr>
<tr>
<td>DECHEC (Large Animals)</td>
<td>Douglas County Fairgrounds</td>
</tr>
<tr>
<td>Contact Anne Walton @ OEM</td>
<td>Elbert County Fairgrounds</td>
</tr>
<tr>
<td>303-435-1433</td>
<td></td>
</tr>
</tbody>
</table>

**Disaster Relief Services**

Disaster Relief Services is activated through the Douglas County EOC

<table>
<thead>
<tr>
<th>Name of Resource</th>
<th>Location Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Red Cross</td>
<td>Douglas County Locations</td>
</tr>
<tr>
<td>Katie Fisk, Disaster Program Manager</td>
<td><a href="mailto:katie.fisk3@redcross.org">katie.fisk3@redcross.org</a></td>
</tr>
<tr>
<td>720-697-8817</td>
<td></td>
</tr>
<tr>
<td>Fixed/mobile feeding stations, sheltering, cleaning supplies, comfort kits, first aid, food, clothing, rent, home repairs, household items and medical supplies</td>
<td></td>
</tr>
<tr>
<td>Salvation Army</td>
<td>Douglas County</td>
</tr>
<tr>
<td>Bernard Lodge, Disaster Program Director</td>
<td><a href="mailto:bernard.lodge@usw.salvationarmy.org">bernard.lodge@usw.salvationarmy.org</a></td>
</tr>
<tr>
<td>303-861-4833</td>
<td></td>
</tr>
<tr>
<td>Mass and mobile feeding, counseling, medical assistance and distribution of donated goods.</td>
<td></td>
</tr>
</tbody>
</table>
Health Services - Medical is activated through the Douglas County EOC. This includes mobility equipment, specialized hearing assistance equipment and medical supplies such as prescription drugs and first aid materials.

A. Mobility Devices

<table>
<thead>
<tr>
<th>Name of Resource</th>
<th>Location Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Medical Supplies, Inc.</td>
<td>Douglas County Locations</td>
</tr>
<tr>
<td>8600 Park Meadows Dr., STE 50</td>
<td></td>
</tr>
<tr>
<td>Lone Tree, CO 80124</td>
<td></td>
</tr>
<tr>
<td>303-261-8090</td>
<td></td>
</tr>
<tr>
<td>Bennett Medical Services</td>
<td>Douglas County Locations</td>
</tr>
<tr>
<td>3194 Industrial Way</td>
<td></td>
</tr>
<tr>
<td>Castle Rock, CO 80109</td>
<td></td>
</tr>
<tr>
<td>720-519-1233</td>
<td></td>
</tr>
</tbody>
</table>

B. Pharmacies

<table>
<thead>
<tr>
<th>Name of Resource</th>
<th>Location Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Costco</td>
<td>Statewide</td>
</tr>
<tr>
<td><a href="http://www.costco.com/">www.costco.com/</a></td>
<td></td>
</tr>
<tr>
<td>CVS</td>
<td>Statewide</td>
</tr>
<tr>
<td><a href="http://www.cvs.com">www.cvs.com</a></td>
<td></td>
</tr>
<tr>
<td>Long’s Drugs</td>
<td>Statewide</td>
</tr>
<tr>
<td><a href="http://www.longso.com">www.longso.com</a></td>
<td></td>
</tr>
<tr>
<td>Rite-Aid</td>
<td>Statewide</td>
</tr>
<tr>
<td><a href="http://www.riteaid.com">www.riteaid.com</a></td>
<td></td>
</tr>
<tr>
<td>Sam’s Club</td>
<td>Statewide</td>
</tr>
<tr>
<td><a href="http://www.samsclub.com">www.samsclub.com</a></td>
<td></td>
</tr>
<tr>
<td>Target</td>
<td>Statewide</td>
</tr>
<tr>
<td><a href="http://www.target.com">www.target.com</a></td>
<td></td>
</tr>
</tbody>
</table>
### Health Services - Mental

*Health Services - Mental is activated through the Douglas County EOC.*

<table>
<thead>
<tr>
<th>Name of Resource</th>
<th>Location Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Health Network</td>
<td>Douglas County Locations</td>
</tr>
<tr>
<td>155 Inverness Dr. West, Englewood, CO</td>
<td></td>
</tr>
<tr>
<td>303-730-8858</td>
<td></td>
</tr>
</tbody>
</table>
Appendix G: Personal Preparedness for Emergency Shelter Workers

Personal Preparedness for Emergency Shelter Workers

Each person needs to be responsible for his or her own personal disaster preparedness. As emergency shelter workers County employees and volunteers should have a personal and family preparedness plan in place. Individual preparedness includes:

- An evacuation plan.
- An out-of-area contact person.
- Enough emergency supplies to last 7 to 10 days at home. These should include:
  - A complete change of clothing and footwear
  - Sturdy shoes or work boots
  - Blankets or sleeping bags
  - Hats and gloves
  - Thermal underwear
  - Flashlight and extra batteries
  - Mess kit, or paper cups, plates and plastic utensils
  - Cash, traveler’s checks, change
  - Non-electric can opener, utility knife
  - Tent
  - Pliers and tape
  - Matches in a waterproof container
  - Aluminum foil
  - Paper, pencil
  - Needles, thread
  - Medicine dropper
  - Shut-off wrench for gas and water
  - Plastic sheeting
  - Battery operated radio and extra batteries
  - Whistle
  - Plastic garbage bags, ties
  - Plastic bucket with tight lid
  - Disinfectant
  - Household chlorine bleach or bleach tablets
  - Hand sanitizer
  - One gallon of water per person per day
- Ready-to-eat canned meats, fruits and vegetables
- Canned juices, milk, soup
- High energy foods such as peanut butter, jelly, crackers, granola bars, etc.
- Vitamins
- Comfort foods such as cookies, hard candy, sweetened cereals, etc.
- Medications – both prescription and non-prescription
- Extra eyeglasses
- Important family documents
- Entertainment – books and games
- Supplies for infant, elderly or disabled.
Appendix H: List of Acronyms and Abbreviations

List of Acronyms/Abbreviations

AFN – Access and Functional Needs
ASAP – As Soon As Possible
CART – County Animal Response Team
CBO – Community Based Organization
COAD – County Organizations Active in Disasters
CPS – Child Protective Services
CRFD – Castle Rock Fire Department
DCART – Douglas County Animal Response Team
DCOEM – Douglas County Office of Emergency Management
DCSO – Douglas County Sherriff’s Office
EMS – Emergency Medical Services
EOC – Emergency Operations Center
ESF – Emergency Support Functions
FEMA – Federal Emergency Management Agency
FFESS – Facilities Fleet Emergency Support Services
FNSS – Functional Needs Support Services
ICP – Incident Command Post
JIC – Joint Information Center
MOU – Memorandum of Understanding
NHPC – New Hope Presbyterian Church
PIO – Public Information Office
TCHD – Tri-County Health Department
VMS – Variable Message Signs
VOAD – Voluntary Organizations Active in Disasters
Appendix I: Shelter Layout

NEW HOPE PRESBYTERIAN CHURCH, 3737 NEW HOPE WAY, CASTLE ROCK, CO

ENTRY DOORS
SLEEPING – QUIET ZONE

HALLWAY AREA MAY BE OPENED FOR ADDITIONAL RESTROOMS