SHELTERING OPERATIONS PLAN

County of Kern Area Mass Care and Shelter Guidance
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FOREWORD

The preservation of life and property is an inherent responsibility of all levels of government. Since disasters in many devastating forms may strike at any time, the County of Kern maintains a proactive preparedness stance to plan, train and respond to disaster events.

A critically important disaster response component is effective and well organized Mass Care Sheltering operations for displaced persons. This guidance is intended to clarify policies and procedures to fulfill this function within Kern County.

Upon approval, this plan becomes an extension of the County of Kern Emergency Operations Plan (EOP). It will be reviewed and tested regularly and revised when necessary to meet changing conditions and planning guidance.

As approved by: Kern County Human Services Department

Director, Dena Murphy

Date: 10-9-17

As approved by: Kern County Emergency Council

Chair, Brian Marshall
Kern County Fire Chief and Director of Emergency Services

Date: 10/10/17
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1. **Introduction and Purpose**

The purpose of the Kern County Area Mass Care and Shelter Guidance is to establish procedures and guidance for providing temporary shelter and support for persons displaced due to a disaster event or an evacuation ordered by local public safety authorities. Persons displaced by a disaster incident often shelter without government assistance, but local government must be prepared to assist those who seek shelter in a Mass Care Shelter facility.

Kern County Mass Care Shelter operations will abide by all federal and state regulations. Mass Care shelters within the County of Kern will be available to those seeking shelter assistance without regard to race, color, religion, national origin, economic status, sex, age, marital status, domestic partnership, political affiliation, status as a disabled individual, sexual orientation, gender identity/expression, genetic information, and any other group protected by law. To the extent possible, all shelter operations overseen by the County of Kern will follow the American Red Cross Standards & Procedures as to shelter operations, management and policies.

Kern County is committed to provide services and support in an integrated setting as appropriate to meet the needs of individuals with disabilities, to the greatest extent possible. Auxiliary aids, supplies, and equipment will be provided when necessary and as available, at no additional cost to shelter residents, to support a wide range of assistance for Persons with Access and Functional Needs (AFN).

2. **Situation and Assumptions**

2.1 Situation

- The Kern County Operational Area (Kern Op Area) consists of an estimated 874,589 residents and covers 8,172 square miles.
- Mass care operations and shelter facilities may be needed in Kern County to assist residents and visitors displaced by an actual disaster or potential disaster event.

- The County of Kern and the Kern Chapter of the American Red Cross have a Memorandum of Understanding (MOU) which defines roles and responsibilities during sheltering operations.

2.2 Assumptions

1. It is understood that incident conditions that trigger an evacuation and correlating shelter operations are fluid and subject to rapid change. Accordingly, sheltering response will be flexible to meet changing conditions, as determined appropriate and directed by the Incident Commander, through the Kern County Fire Department (KCFD) Duty Chief or the Emergency Communication Center (ECC).

2. Upon notification of actual or potential sheltering operations, sheltering response stakeholders, departments and organizations will maintain a heightened readiness stance to support rapid activation, deployment and response surge as needed.

3. Kern County Emergency Operations Center (Kern EOC) will be activated to the appropriate level to support incident response coordination (see Table 1: Shelter Level Descriptions, page 11).

4. The lead local agency tasked with overall responsibility for mass care shelter operations is the Kern County Department of Human Services (Kern DHS).

5. Kern DHS will work cooperatively and in partnership with the American Red Cross (ARC), which will serve as the principal organization operating Mass Care Shelter facilities.

6. Kern DHS will maintain a database of Red Cross trained county staff available to sustain shelter operations to augment Red Cross resources. County staff may be
required to open and staff a shelter if Red Cross resources are unavailable or limited.

7. Other professional and volunteer organizations that normally respond to disaster situations will operate under the organizational structure established by Kern DHS.

8. In accordance with Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS), additional resources and assistance from outside the local jurisdiction may be available to Kern County. Resources may be limited or delayed due to a significant disaster event impacting multiple jurisdictions and/or infrastructure.

9. Mass Care Sheltering operations within Kern County will, to the extent possible, consider and address access and functional need barriers for persons with disabilities.

10. Neighborhood and faith based organizations may emerge to provide care and shelter services, independently from local government. If feasible and to the extent possible, the County will coordinate care and shelter services with those groups provided that all services are offered to the general public without limitation to specific area residents or congregants and without regard to race, color, religion, national origin, economic status, sex, age, marital status, domestic partnership, political affiliation, status as a disabled individual, sexual orientation, gender identity/expression, genetic information, and any other group protected by law.

3. **Mission Objective**

The objective of Mass Care Sheltering is to provide temporary emergency relief to persons displaced by an actual or potential disaster event. This assistance requires a range of emergency human services which may include shelter, food, and personal care. To meet this mission objective, the Kern EOC Care and Shelter Branch will coordinate
with local government departments and community based organizations to support Mass Care Sheltering operations.

4. **Community Based Organizations**

Community Based Organizations (CBO) can provide subject matter expertise, support and resources needed to serve demographic groups who may require additional assistance to retain individual independence in a shelter setting.

5. **Local Government Requirements**

California law designates responsibility for disaster event Mass Care Sheltering at the local government level. According to the California State Emergency Plan, and per SEMS, local government is designated with the primary responsibility to meet the immediate needs of persons within their jurisdiction during a disaster event. Per Health and Safety Code Section 34070-34072, local government is tasked with providing or contracting with recognized community organizations to make temporary shelter available for persons displaced by a natural disaster or other emergency.

6. **Roles and Responsibilities**

The American Red Cross, and in most instances, the Kern Chapter of the American Red Cross, operates in partnership with the County to provide Mass Care Sheltering for displaced persons in a disaster event. The partnership requires the County and the Red Cross to work cooperatively to clarify roles and responsibilities, which are described below. The County may also coordinate with other volunteer, private non-profit or private sector organizations to provide disaster relief. In a major disaster causing widespread damage, resources from the Red Cross national level may be delayed and local Chapter resources may be limited.
6.1 **The County of Kern (County)** will:

- Assume primary responsibility to activate, oversee, coordinate and support Mass Care Shelter operations, working in close partnership with the Red Cross.

6.2 **Kern Department of Human Services (Kern DHS) will:**

- Ensure DHS staff are trained in Red Cross protocol to staff and/or manage Mass Care shelters.
- Activate sheltering operations, when notified by Kern County Office of Emergency Services (Kern OES), in support of directives from the field level Incident Command.
- Open, operate and manage Mass Care shelters if the Red Cross personnel are unavailable or limited.
- Appoint a Shelter Director to provide County supervision of shelters for the duration of shelter operations.
- Coordinate deployment, staging and maintenance of County owned equipment shelter trailers and supplies.
- Work with the Red Cross, school districts and other government agencies to identify potential Mass Care sheltering facilities, conduct on-site inspections to evaluate facility compliance with Department of Justice (DOJ) accessibility guidelines, and maintain a database of appropriate shelter sites.

6.3 **The Red Cross will:**

- Per Congressional mandate and in accordance with their policies, provide Mass Care and Shelter services when requested by the County in response to an actual or potential disaster event. Red Cross Mass Care Sheltering functional areas include:
  
  - Sheltering
o Feeding
o Health Services
o Mental Health Services
o Spiritual Care Services
o Reunification
o Distribution of Relief Supplies
o Information and Referrals

- Make Red Cross Mass Care and Shelter training available to designated County personnel at no charge to the County.
- Meet with representatives of the County to engage in Mass Care and Shelter planning and preparedness activities, as appropriate.
- Procure facility agreements with potential shelter site location owners/operators and other community based sheltering stakeholder organizations, as appropriate.
- Provide a liaison at the Kern County Emergency Operations Center (Kern EOC) during large scale operations or upon request.

6.4 Kern County Department of Public Health – Emergency Medical Services (EMS) will:

- Coordinate deployment of Public Health nursing staff to shelters, if requested by Kern DHS.
- Coordinate deployment of Behavioral Health & Recovery staff to shelters, if requested by Kern DHS.

6.5 Kern County Department of Public Health – Nurses will:

- Support shelter operations health services needs if this function cannot be fulfilled by Red Cross nursing staff.
- Monitor/evaluate the health status of the shelter population and prevent the spread of communicable disease.

- Treat minor illnesses and injuries using basic first aid.

- Assist with prescription medication refills or replacement.

- Assess functional limitations of shelter residents to independently manage activities of daily living.

| Nursing staff will not provide hands-on services such as bathing, grooming, dressing and toileting. |
| A Licensed Registered Nurse is the only personnel authorized to assist with medication replacement. |

**6.6 Kern County Department of Public Health – Environmental Health will:**

- Provide technical guidance and dissemination of information to responding agencies and the public, regarding food and water safety, when the incident or correlated power outage may create safety hazards.

- Conduct periodic health inspections of the shelter, including sanitary inspection, and vector control (Activation Levels 2 & 3, see Section 9: Sheltering Levels, page 10)

- Inspect food operations at shelter sites.

**6.7 Kern County Behavioral Health and Recovery Services will:**

- Provide qualified staff to shelter sites to provide behavioral health services for displaced persons who require assistance due to the incident.

- Assess mental health needs of shelter residents and staff and make referrals to local care providers as appropriate.

- Provide crisis support counseling as appropriate.
• Activate faith and community based organizations to provide Critical Incident Stress Management and emotional and spiritual care counseling as appropriate.

6.8 Kern County Animal Services will:

• Coordinate and support large animal sheltering, utilizing community partnerships and volunteer organizations as appropriate and available.
• Establish and operate animal sheltering operations for pets and companion animals brought to the shelter by displaced persons.

7. Pre-Incident Shelter Site Identification and Assessment

Kern DHS, solely or with Red Cross personnel and/or Kern OES staff, will identify and conduct onsite facility assessments to determine suitability for Mass Care Shelter operations. A Shelter Facility Survey form¹ and ADA Checklist for Emergency Shelters² will be completed and retained by Kern DHS for each assessed site. The survey will identify site name, address, owner/manager contact information, capacity, floor plan, site plan, and any identified accessibility gaps.

The County will maintain a database of shelter facilities which will be updated as needed, shared with the Red Cross and cross referenced to Red Cross facility agreements and surveys. The County will support the Red Cross in the use of the National Shelter System (NSS) and the Red Cross will coordinate shelter information sharing and reporting with the County.

Shelter facility functionality will be assessed against Department of Justice (DOJ) guidelines to ensure accessibility for Persons with Access & Functional Needs. Whenever possible and to the extent feasible, the County will provide additional equipment or supplies to remedy accessibility gaps during sheltering operations.

¹ See Attachment 1: Shelter Facility Survey Form (pg. 63)
² See Reference Document 1: U.S. DOJ ADA Checklist for Emergency Shelters (pg. 112)
Potential sheltering sites may include government owned facilities (ex: school sites), large multipurpose rooms, community and senior centers, recreational facilities, faith based facilities, fairgrounds and others. Sheltering services must be open to the general public if local government resources and support are requested or provided.

### 7.1 Shelter Site Criterion

In addition to meeting Department of Justice accessibility standards for persons with disabilities, ideally shelter sites will provide adequate parking, sufficient work and service area space, and toilet and shower facilities.

| Sheltering sites and their amenities must be accessible for Persons with Access and Functional Needs, in accordance with the Americans with Disabilities Act (ADA). To the extent possible, shelter sites assessed as accessible pre-incident should be utilized. If the scope of response requires utilization of a site that has not been previously assessed, the Shelter Director will assess the site and request resources from the Kern EOC to mitigate accessibility gaps. |

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### 7.2 Shelter Agreements

The Red Cross policies and procedures include completion of a Facility Use Agreement. The Facility Use Agreement is used to formalize an agreement for the Red Cross to use a non-Red Cross property for a short term in response to disaster activities. It includes:

- Authorization for use of facility and contacts for notification.
- Terms of Use for facility.
- Defines reimbursement or arrangement for use of utilities if applicable.

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3 California Education Code Section 40041.5 mandates that public education facilities be made available for use as shelters during emergencies. Schools are the most preferred shelter facilities since they are public facilities and can accommodate a large number of people

4 See Attachment 2: Facility Use Agreement (pg. 71)
- Defines process to calculate reimbursement for damages or replacement of supplies consumed during the sheltering operation.
- Hold Harmless clause and information about insurance coverage.

8. **Shelter Management Team**

A critical component to effective Mass Care Shelter operations is the Shelter Management Team. The Shelter Management Team is responsible for inspecting the facility for safety; establishing communication with the Kern EOC, registering shelter clients; and, identifying and ensuring appropriate support is provided for Persons with Access and Functional Needs. The Shelter Management Team is also responsible for coordinating provision of food and drinks; bedding and personal hygiene supplies; activation of appropriate healthcare and mental health support services as needed.

Shelter Management Teams will be comprised of personnel from the County and the Red Cross. Kern DHS will designate staff with Red Cross shelter training as the Shelter Director, who will hold overall responsibility for shelter operations, ensure shelter operations comply with County protocol, manage onsite coordination with Shelter Managers (usually Red Cross personnel), and be the primary liaison with the Kern EOC and other County sheltering stakeholder departments.

8.1 **Shelter Management Team Roles and Responsibilities**

**Lead Local Agency:** Care and Shelter is the responsibility of the County and cannot be delegated. As such, the County will provide staff to oversee operations, and coordinate with the Red Cross during shelter activation. Kern DHS is the local lead agency for Care and Shelter response in Kern County, per the County’s Emergency Operations Plan. Kern DHS will provide oversight of the implementation and operation of all
sheltering activities through the position of County Shelter Director.

County Shelter Director: Provides oversight for up to three (3) activated shelters, ensures County requirements and protocols are met, identifies gaps in service, requests resources to support sheltering operations, and is the primary point of contact with Kern EOC.

Shelter Manager: The Shelter Manager ensures that the shelter is a safe place for clients and staff and that the needs of each individual client are continually assessed and met. A Shelter Manager is responsible for making sure the shelter has adequate resources to provide services, working with partners who are providing additional services as needed in support of the shelter, reporting information to the Red Cross Operational leadership and County Shelter Director, and ensuring that the shelter staff maintains accurate records of sheltering activities. This position is customarily filled by the Red Cross.

Shift Supervisors: Provide supervision and administrative support at shelter under the guidance of the Shelter Manager, as part of the shelter management team. These positions are generally filled by the Red Cross.

Shelter Workers: Shelter workers are responsible for completing the day-to-day activities within a shelter. All shelter workers report to the Shelter Manager or Shift Supervisor at the shelter. In a shelter, workers may be assigned to Dormitory, Registration, Public Information, Health Services, Mental Health or Casework as needed. These positions are generally filled by Red Cross.
Dormitory Workers: Set up sleeping areas, assign clients to sleeping areas as needed and advise Shelter Manager/Supervisor of additional dormitory supplies and equipment needed.

Registration Workers: Register shelter clients on arrival, maintain a system for checking clients in and out of shelter, and manage the record keeping system for the shelter registrations.

Public Information Worker: Provide clients access to disaster and recovery information and information about shelter rules, routines and services.

Health Service Workers: Address disaster-related health needs and functional access needs of shelter residents. Collaborate with shelter management to protect public health and prevention of contagious diseases at the shelter.

Mental Health Workers: Provide behavioral health services, including crisis intervention, psychological first aid and other services to shelter clients and staff.

Caseworkers: Assist shelter clients to meet comfort, wellness, communication and information needs. Connect clients with community resources, donations, bulk distribution products and other community assistance.

External Partners: May assist with shelter operations, assist clients in recovery planning and/or help clients transition out of shelter to long-term housing.

9. **Sheltering Levels**

It is understood that incident conditions triggering an evacuation are fluid and subject to rapid change. Accordingly, sheltering response will be flexible to meet changing
conditions, as determined appropriate and directed by the Incident Commander, through the Kern County Fire Department (KCFD) Duty Chief or the Emergency Communication Center (ECC).

**Table 1: Shelter Level Descriptions**

<table>
<thead>
<tr>
<th>Level</th>
<th>Designation</th>
<th>Duration</th>
<th>Overnight Sheltering</th>
<th>Site(s)</th>
<th>Logistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Area</td>
<td>Short-term (few hour estimate)</td>
<td>Not likely</td>
<td>Single Site</td>
<td>Protection from weather, water, chairs</td>
</tr>
<tr>
<td>2</td>
<td>Center</td>
<td>Unknown</td>
<td>Confirme, likely or probable</td>
<td>Single Site</td>
<td>Sleeping accommodations, animal sheltering, feeding operations</td>
</tr>
<tr>
<td>3</td>
<td>Zone</td>
<td>Unknown</td>
<td>Confirme, likely or probable</td>
<td>Multiple sites</td>
<td>Sleeping accommodations, animal sheltering, feeding operations</td>
</tr>
</tbody>
</table>

Sheltering stakeholder departments and organizations will maintain heightened readiness and implement early preparedness to expand scope of operations as needed. Services provided to residents will vary, depending on the Shelter Level. Generally speaking, only basic support (protection from weather elements, chairs, and potable water) is provided at Level 1, while the full range of shelter support will be required for Level 2 and/or 3 responses.

The County will ensure that adequate staff and supporting services, equipment and food supplies are available to launch and sustain shelter operations. This includes coordinating needs and requests with the Kern DHS Department Operations Center (DOC), if activated, or the Kern EOC Logistics Section. Unless otherwise agreed and approved by the County, the Red Cross and other organizations will pay costs for all personnel, materials and supplies ordered by their respective organizations.
10. **Notification and Activation**

1. The Incident Commander/Unified Command will notify the Kern County Fire Department (KCFD) Emergency Communications Center (ECC) or the KCFD Duty Officer of evacuation orders, confirm geographic area subject to evacuation, and determine the Shelter Level response.

2. ECC or KCFD Duty Officer will notify Kern OES, which will notify Kern DHS to request activation of sheltering operations.

3. Kern DHS will assume lead responsibility to notify sheltering stakeholder departments and organizations, as appropriate per the Shelter Level response.

4. Sheltering operations will terminate when Incident Command advises condition allow safe reentry into the evacuated area. If residents do not report for sheltering assistance, Kern DHS may request through the Kern EOC that operations be placed on stand-by status, which will require approval from the Incident Command.

### Table 2: Notification and Activation Flow Chart
11 **Shelter Site Establishment**

Prior to accepting clients, the Shelter Director, Shelter Manager or other designated Red Cross worker will conduct an onsite inspection to survey the condition of the facility for general safety purposes. If appropriate, a Building Inspection Official may be needed if the triggering incident could have caused structural damage. The results of this survey will be documented.

Onsite inventory and available supplies will be documented and all facility-owned supplies not allowed for sheltering operations will be relocated if possible.

To the extent possible, facility space will be allocated to establish functional service areas including as appropriate and available: staff work area, reception area, registration area, feeding area, client services area, quiet area, dormitory, privacy area, children’s play area and recreation area.

In conjunction with Animal Services, an appropriate location in close proximity to the shelter will be identified and allocated for pet and companion animal sheltering operations.

12 **Shelter Dormitory Registration**

Registration is the process of collecting information from clients staying in the shelter dormitory. All clients staying in the shelter dormitory must be registered.

The Shelter Manager/Shift Supervisor is responsible for supervising all shelter staff involved in the registration process. This includes overseeing the registration process and, when appropriate, assisting with resolving issues related to registration.

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5 See Attachment 3 – Shelter Opening and Closing Inspection form (pg. 77)
6 See Attachment 4 – Shelter Inventory Form (pg. 79)
7 See Attachment 5 – Shelter Set Up Checklist (pg. 81)
8 See Attachment 6 – Shelter Dormitory Registration form (pg. 83)
12.1 Registration Information and Privacy

Kern County is committed to protecting the privacy and personal information of shelter residents. Shelter staff must safeguard client privacy when collecting, using, maintaining, storing and allowing access to shelter client information.

Shelter staff should collect only the information that is necessary to register shelter clients, identify appropriate assistance needs, and maintain a safe shelter environment. Shelter staff may not ask for personal information inappropriate for shelter operations, such as social security number, citizenship or immigration status information.

In a Red Cross Managed or Supported Shelter, all workers must follow the Red Cross Protecting Personal Information Policy and uphold the Red Cross commitment to safeguarding the privacy of personal information about clients. Registration forms are to be stored securely in the registration area during a shelter operation, accessible only by shelter staff who need access in order to provide services. The shelter staff may disclose personal information about clients only with the client’s permission. Without client consent, the shelter staff may only disclose client information in exceptional circumstances, such as:

- In the case of suspected abuse or neglect information may be provided to an agency authorized by law to receive reports of abuse or neglect.
- To assist law enforcement in search-and-rescue efforts.
- At the discretion of the Red Cross or at the request of law enforcement, if the disclosure is necessary to prevent imminent harm to the health or safety of the client, another person, or the community.
- When a valid subpoena, court order, or warrant has been received.

At conclusion of sheltering operations, the Shelter Manager will ensure client records are secured and forwarded to the Red Cross.
12.2 Disaster Welfare Inquiries
The shelter may get inquiries from those seeking to locate people within the affected area. Due to privacy restrictions, information about shelter residents cannot be given out. During the registration process, the affected population should be encouraged to use the Red Cross Safe and Well website (www.RedCross.org/SafeAndWell) to register their well-being. Callers seeking to locate missing individuals should be directed to the Safe and Well site to search for the person in question. Note: Some people may decline to register due to challenges, such as family disputes or domestic violence. Registration for the Safe and Well site is entirely voluntary.

13. Shelter Operations

13.1 Feeding
Mass Care Shelter leadership must ensure that a food provision and ordering system is in place to feed shelter clients during Levels 2 and 3 sheltering responses. The Red Cross Mass Care leadership will work collaboratively with the County Shelter Director to ensure that nutritious, well balanced meals are served to clients residing in a shelter and those community residents who choose to come to the shelter only for meals.

Shelters may not accept donations of unwrapped food or food not prepared in a commercial kitchen.

The Salvation Army has been identified as a resource for feeding operations with the following resources:

- Canteens – mobile feeding units that can provide food and drinks for small or large groups (e.g., 5 to 500)

- Mobile Kitchen – food preparation and feeding units that can provide larger volumes for extended operations.
If community partners are unable to provide feeding operations, the Shelter Director will contact the Kern EOC Logistics Section for support. Logistics Section personnel may arrange for food preparation and delivery from a variety of private sector sources, including restaurants, catering firms, hotels or distributors of bulk pre-packaged meals.

Menus should be planned using an approximation of 2,000 to 2,500 calories per person per day. A basic meal should include 8oz of protein, 6oz of starch, and 6oz of vegetables/fruits plus a beverage. When possible, the goal should be to provide two hot meals and one cold meal per person per day.

Consideration will be given, to the extent possible, to dietary restrictions of shelter clients, including ethnic, vegetarian, infant needs and medically required restrictions. If meals are prepared through an on-site or central kitchen, low salt and low sugar guidelines will be requested as appropriate.

### 13.2 Pets/Companion Animal Sheltering

Kern County Animal Services Department is the lead local agency to establish sheltering operations for pets and companion animals owned by shelter clients. To the extent possible, pet/companion animal sheltering operations should be established in close proximity to the shelter anytime a Level 2 or 3 response is required. The Department will follow normal protocol to tag animals for owner reunification.

Public safety messaging will include notification that pet and companion animal sheltering support will be provided.

_Sheltering procedures for Service Animals (Section 14.1.1, below) must follow legal requirements and are different than sheltering for pets/companion animals._
13.3 **Shelter Staffing**

Every shelter poses a different combination of needs. A wide variety of factors affect the number and type of shelter staff needed to appropriately meet shelter clients’ needs. Things that should be considered include: type of activities at the shelter, how long the shelter has been open, access and functional needs at the shelter, the size of the shelter, the nature of the event, the layout of the facility, and more. The *Shelter Staffing Template* can be used as a guideline for shelter activity assignments, not including other services such as Health Services or Mental Health.

13.4 **Shelter Services**

Services should be initiated as quickly as possible to meet the needs of arriving clients. The *Minimum Service Standards* chart\(^9\) details the minimum services that should be initiated within 2-, 4-, 24-, and 72-hours after a shelter is opened.

13.5 **Basic Shelter Amenities**

Basic shelter amenities should be provided to meet the needs of the shelter population. Suggested minimum amenities will change depending on how long sheltering is needed.\(^10\)

14. **Shelter Demographics**

14.1 ** Persons with Access and Functional Needs Support**

Persons with Access and Functional Needs (AFN) may require additional support to maintain personal independence within a shelter environment. The FEMA definition of an access or functional need includes, “Individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English

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\(^9\) See Exhibit 1 – Minimum Service Standards for a Shelter (pg. 103)

\(^10\) See Exhibit 2 – Shelter Amenities (pg. 105)
proficiency or are non-English speaking, older adults, children, people living in institutionalized settings, those who are low income, homeless and/or transportation disadvantaged (i.e., dependent on public transit) and those who are pregnant.” A disaster event that disrupts normal and customary support systems available in the home environment creates additional vulnerabilities. Shelter staff must maintain situational awareness to proactively implement supportive response to assist these residents.

The County’s shelter program is committed to:

- Providing equal access to all services, and support for everyone;
- Listening to each client and acting on their words to see that their needs are met;
- Focusing on clients having the tools necessary to maintain their usual level of independence;
- Complying with the Americans with Disabilities Act, commonly known as the ADA.

The County maintains a number of trailers stocked with various equipment and supplies that may be needed to address Access and Functional Needs during Mass Care Sheltering operations. Deployment of an AFN trailer will be a standard component of shelter establishment protocols. A full list of equipment and their intended use is included below.\(^{11}\)

If equipment or supplies not available in the County’s AFN trailer or supportive services beyond the scope of responding departments and agencies are needed, the Shelter Director will contact the Kern EOC for logistical support. The Kern EOC may reach out to Community Based Organizations to request assistance conducting needs assessments and additional Functional Needs Support Services resources.

\(^{11}\) See Exhibit 3 – AFN Equipment Trailer List (pg. 107)
Additional consideration from County and Red Cross case workers will be needed at the conclusion of sheltering operations to ensure appropriate continuity of critical services will be provided.

14.1.1 Shelter Issues for Persons who use Service Animals

A Service Animal is defined as any dog (and certain miniature horses) that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual, or other mental disability. Service Animals are legally authorized in Mass Care and Shelter facilities. A Service Animal has the same legal standing as its owner. Only dogs (and certain miniature horses) meet the legal definition of a Service Animal. Service Animals are not the equivalent of pets or comfort animals (discussed below).

When it is not obvious what service a service animal provides, only limited inquiries are legally allowed. Staff may ask only two questions:

1. Is the animal a service animal required because of a disability?
2. What work or task has the animal been trained to perform?

Staff cannot ask about the person’s disability, require medical documentation, require a special identification card or training documentation for the animal, or ask that the animal demonstrate its ability to perform the work or task.

Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. If another shelter client self-identifies as having an allergy to the service animal, coordinate with Health Services to determine the best housing solution for the individual with allergies. If possible, relocate the allergic client to another area in the shelter. If the allergy is too severe to remain in the same shelter, relocate the client with allergies to an alternative shelter option.
Shelter staff are not required to provide care or food for a service animal. The care and feeding of a Service Animal is the responsibility of the owner.

The Service Animal’s owner is responsible at all times for ensuring the appropriate behavior of the animal. In the event that a service animal’s behavior becomes problematic, staff should promptly inform its owner about the problem. If the owner cannot immediately control the animal’s behavior, staff may require the owner to remove it from the premises until such time as the animal's problem behavior is resolved. In such an instance, staff should make clear to the animal’s owner that he or she is welcome to remain in the building during the time that the animal will be required to remain outside.

A “comfort animal” differs from a service animal. Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the ADA. Even though some states have laws defining therapy animals, these animals are not limited to working with people with disabilities and therefore are not covered by federal laws protecting the use of service animals. Shelter clients with a comfort animal or emotional support animal will be asked to shelter their animal with Animal Services. If the separation from a comfort animal causes a shelter client significant distress, the Shelter Director can request an exception be made, which must be approved by the Kern EOC.

14.1.2 Shelter Issues for Persons with Mobility Difficulties

The entrance to the shelter and all areas within the shelter that are open to shelter clients must be accessible for persons using wheelchairs or other assistive devices. Equal accessibility to showers, bathroom facilities and all Shelter Service Areas open to the public, are required. The layout of shelter equipment must be spaced widely enough to allow wheelchair access. Persons with physical limitations will have priority use of accessible cots (which are higher, adjustable and include safety bed rails) to allow safe transfer.
Per ADA requirements, shelter staff shall provide “effective communication” to individuals with disabilities or non-English speaking individuals and give primary consideration to their preference of service or preference of language.

14.1.3 Shelter Issues for People with Visual Impairments

A shelter can be especially challenging for persons with low or no vision who use navigation landmarks such as cots, tables, and chairs that may be moved often. For persons with low vision, night lighting within the shelter will be needed. Shelter staff should provide verbal orientation to the shelter layout, as well as additional assistance as needed during sheltering operations. Cot assignment for persons with visual impairments should be in proximity to a permanent feature such as a wall or column, with minimal obstruction to eating and restroom areas.

Shelter staff must also be cognizant that written and posted information may be inaccessible and verbal orientation to the shelter, rules, equipment, etc. will be needed. To accommodate persons with low vision, all posted and distributed written materials must be made available in large print (18 point font).

14.1.4 Shelter Issues for People with Hearing Impairment

Communications assistance will be needed for persons with hearing impairments, either through American Sign Language (ASL) interpretation services or communication devices.

The County has existing price agreements for onsite ASL interpretation services, which may be requested through the Kern EOC. If onsite ASL interpretation services are unavailable, Kern DHS has access to online ASL interpretation services. The AFN Shelter Trailer equipment cache contains large-screen laptop computers available for this purpose. ASL interpretation will be provided as needed for all shelter update briefings and other important notifications.
Additionally, the AFN cache includes computer equipment (UbiDuo) which is designed to support one-on-one communications if ASL services are unavailable. The UbiDuo is available to support shelter staff communications with a shelter resident ad hoc as needed (registration, questions and answers, etc.). Shelter workers should also carry pen and paper as an alternate communications method with persons who have hearing impairment.

Shelter staff must be aware that a person who primarily communicates using ASL may have limited English proficiency. Consideration of additional support may be needed for completion of forms and explanation of rules and processes.

If available, access to TTY (text telephone) or TDD (Telecommunication Device for the Deaf) should be provided.

All televisions within the shelter should enable the closed captioning feature usually designated by the symbol: 

If a loop system has been established, proximate cot assignments should be prioritized for this demographic.

14.1.5 Shelter Issues for People who are Non-English Speakers

Communications assistance will be needed for persons who are non-English speakers either through translation services or multi-lingual staff or volunteers.

Kern DHS has existing agreements for online language interpretation services which may be provided on laptop computers in the AFN Shelter Trailer equipment cache. Alternatively, the Shelter Manager may request deployment of language translators either through the Kern DHS Department Operations Center (if activated) or the Kern EOC.
Shelter staff must be aware that a person who primarily communicates in languages other than English may need assistance to complete shelter registration forms and explanation of rules and processes.

14.1.6  **Shelter Issues for Persons with Limited Financial Means**

Shelter clients may require assistance to obtain replacement clothing, hygiene supplies and durable medical equipment. These items may be available through the Red Cross, faith based groups and community organizations. As needed, shelter staff should coordinate with the Kern EOC, Donations Management Unit to identify potential supplies to address shelter clients' immediate needs.

14.1.7  **Shelter Issues for Children**

Children displaced by a disaster event may experience high levels of anxiety and confusion. To the extent possible, additional consideration of age appropriate activities will be beneficial to help children cope with shelter life.

14.1.8  **Unaccompanied or Unsupervised Minors**

An unaccompanied minor is a non-emancipated individual younger than 18 years of age who is not accompanied by a parent or guardian.

If an unaccompanied minor reports to the shelter, complete the Unaccompanied Minor and Separated Child Report Form and inform the Shelter Manager. The Shelter Manager or designee will contact Child Protective Services (CPS), and arrange for supervision of the child while in the shelter. The Shelter Director/Manager or designee should then register the child on the National Center for Missing and Exploited Children (NCMEC) Unaccompanied Minors Registry (UMR), protect the child’s privacy and personal information, and follow protocol to transfer the child to a parent or guardian.12 13

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12 See Appendix G – Unaccompanied Minors Checklist (pg. 47)
13 See Attachment 10 - Unaccompanied Minor and Separated Child Report Form (pg. 95)
Two background-checked workers should be assigned to be responsible for supervising the unaccompanied minor. If there are multiple unaccompanied minors, two background-checked workers may be assigned to watch multiple minors if they are kept to one room or area.

Shelter workers cannot assume that information provided by the minor or the seeker regarding the parent/guardian reflects accurate custodial information. Reunification of the minor with their parent/guardian should only be done with the approval and physical presence of law enforcement.

14.1.9 Foster Children

In accordance with the Child and Family Services Improvement Act of 2006 (Public Law [PL] 109-288), Child Protective Services (CPS) is required to locate all foster children in a disaster area, including those residing within a Mass Care Shelter.

Only the Shelter Director (a designee is not allowed for this responsibility) will notify CPS of foster children reporting in the shelter. The Shelter Director will obtain the name of foster parent/guardian and general description of the foster children from CPS. The Shelter Director will review the shelter registry to determine if the foster parent/guardian is a shelter resident. If the guardian is or is not present, the Shelter Director will notify CPS.\textsuperscript{14}

14.1.10 Persons without Stable Housing (Pre-Incident)

A Mass Care Shelter is open to all who seek services, including persons who lacked stable housing prior to the disaster event. The usual sources of food and shelter used by this demographic may be disrupted by the disaster. To the extent possible, the Kern EOC will assist local shelter programs to support continuity of operations and continued provision of sheltering services.

\textsuperscript{14} See Appendix H – Foster Children Checklist (pg. 49)
Persons who normally or recently lacked stable housing may require additional support services including substance abuse counseling, medical and/or mental health services and, upon termination of sheltering operations, transitional housing assistance.

14.1.11  **Legally Mandated Registered Individuals**

The County of Kern is committed to protecting shelter clients’ privacy and personal information is disclosed only under extraordinary circumstances. In California, individuals are required to register with local public safety officials for arson and sex crimes.

Shelter client safety and security must be considered when evaluating whether or not a legally mandated registrant will be admitted into the shelter\textsuperscript{15}.

The Shelter Director and staff must follow the procedures set forth in this document to ensure the safety of shelter clients. Staff is required to follow County policy regarding protection of client privacy and personal information.

If a person indicates a legal requirement to register with a state or local government agency on the Dormitory Registration form, the Shelter Registration worker will immediately advise the Shelter Manager and/or the Shelter Director. In keeping with the County’s preferences, personal information, including status as a registered sex offender, will not be disclosed except to those with a legitimate need to know.

The Shelter Manager or Director will discreetly and privately speak with the shelter client about the nature of the registration requirement and request deployment of law enforcement personnel for guidance.

14.1.12  **Transgender Individuals in the Shelter**

The term transgender refers to people who have a gender identity or sense of self that is different from their physical sex as assigned at birth. People who are transgender

\textsuperscript{15} See Appendix I – Legally Mandated Registered Individuals Checklist (pg. 51)
often, but not always, transition or alter their appearance to match their gender identity. Genders are not limited to man or woman, it also includes people who are gender fluid or non-binary. Shelter staff will accept whatever gender is presented by the client. When speaking with the client, staff are to use the client’s preferred name and pronoun when working with the client to complete registrations, lists, and other forms. Shelter staff should not determine or prescribe which bathroom and shower facilities a person should be using, and should not monitor these facilities. Individuals who are transgender should have access to restrooms and shower facilities that are consistent with their self-identified gender or they feel safest using.

14.1.13 Human Trafficking

Recognizing key indicators of human trafficking is the first step in identifying victims. Below are some common indicators to help recognize human trafficking adapted from FEMA’s Blue Campaign:

- Is the person fearful, timid, or submissive?
- Does the person show signs of having been denied food, water, sleep, or medical care?
- Is the person often in the company of someone to whom he or she defers? Or someone who seems to be in control of the situation, e.g., where they go or who they talk to?
- Does the person appear to be coached on what to say?
- Does the person have freedom of movement? Can the person freely leave the shelter?

Not all indicators listed above are present in every human trafficking situation, and the presence or absence of any indicator is not proof of human trafficking. Shelter staff should not confront a suspected trafficker directly or alert a victim to any suspicions. The Shelter Director/Manager should be alerted and law enforcement should be consulted as appropriate.
15. **Providing Information to Shelter Residents**\(^{16}\)

Communication with the shelter clients is essential to the smooth operation of the shelter. Shelter clients displaced from their homes will have a high stake interest in incident situation updates, information about their property, and estimates when they may be allowed to return home.

Shelter staff should ensure accessible information is readily available to shelter clients and visitors for the duration of sheltering operation including:

- Regularly scheduled shelter meetings to provide briefings and answer shelter client questions on topics such as shelter rules and services, volunteer opportunities in the shelter, and methods of obtaining relief/recovery assistance information from government and private non-profit organizations.
- Daily scheduled situation updates through the Incident Public Information Officer (PIO) staff.
- To the extent possible, news and entertainment from close-captioned television(s), radios and daily newspapers.

Information should be provided to clients by all staff and using multiple formats, and establishing designated information areas to centralize and coordinate information. All written information on bulletin boards will be made available to clients with vision impairments in an appropriate, accessible format and that materials are posted in appropriate languages for clients.

15.1 **Shelter Signage**\(^{17}\)

All signage should be in accessible format, no smaller than 18 point font, in English and Spanish. Shelter location signage should be prominently displayed for easy identification of the shelter facility.

\(^{16}\) See Appendix J – Shelter Communications Checklist (pg. 53)

\(^{17}\) See Appendix K – Shelter Signage Checklist (pg. 55)
The main entrance, an accessible entrance to the shelter (if other than the main entrance), registration area, shelter service areas, canteen and restroom facilities should be clearly identified. The shelter schedule and safety tips should be clearly displaced within the shelter facility.

16. **Safety and Security**

Safety and security for the shelter site and shelter clients will be embedded in shelter protocol. Staff must be proactive to maintain a safe and secure shelter which includes conducting safety and security inspections; monitoring access to shelter areas; and clear accessible communication of shelter rules. Law enforcement will be contacted if the situation warrants.

17. **Reporting and Record Keeping**

Accurate and complete record keeping and reporting is required to support personnel accountability, planning short term shelter needs and official incident records. It allows disaster leadership and the EOC to manage shelter operation resources, plan for the needs of the operation and collect information to improve preparation for future operations. Data is typically gathered on:

- Shelter population for the previous night, including demographics;
- New shelter registrations since the previous report;
- Count of meals and snacks served since the previous reporting period;
- Count of bulk items distributed;
- Staff hours worked at each location.

Unless otherwise requested, reporting should be done once a day, including a midnight shelter count with demographics.

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18 See Appendix L – Shelter Safety and Security Checklist (pg. 57)
19 See Appendix M – Reporting & Record Keeping Checklist, (pg. 59); Attachment 9 – Daily Shelter Report Form, (pg. 91)
18. **Shelter Maintenance and Equipment**

Operating a shelter for a sustained period requires plans for the daily upkeep of the facility and replenishment of equipment and supplies. Shelter clients may be asked to assist with housekeeping and cleaning activities. Staff normally responsible for the facility (e.g., school janitorial services) may be available to support operations.

19. **Shelter Demobilization**

Sheltering operations will cease when the Incident Commander determines threat conditions are mitigated to allow safe reentry into the impacted area. Also, the Shelter Director may request approval through the EOC that a shelter be placed on Stand-By status if residents have not reported to the shelter site.

Prior to shelter closure, caseworkers will assist shelter clients develop alternate transportation and housing arrangements if their home residence has been rendered unusable. If possible, provide 24-48 hours notice to clients that the shelter will be closing.

The Shelter Manager will notify Shelter clients and the facility owner/operator when sheltering operations will cease. The Shelter Director or Manager will coordinate a post-occupancy site assessment to identify damages, arrange for removal of County owned equipment and supplies, and coordinate shelter cleaning to original condition.

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20 See Appendix N – Shelter Demobilization Checklist (pg. 61).
## Appendix A: Sheltering Roles & Responsibilities

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Notification to Kern DHS to activate sheltering operations</td>
<td>X</td>
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<tr>
<td>Notification to sheltering stakeholder organizations</td>
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<td>X</td>
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<tr>
<td>Identification of shelter facility site</td>
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<td>X</td>
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<tr>
<td>Coordinate delivery of Shelter Equipment trailer</td>
<td>X</td>
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<tr>
<td>Coordinate delivery of AFN Shelter trailer(^{21})</td>
<td>X</td>
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<tr>
<td>Coordinate delivery of feeding operations</td>
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<td>X</td>
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<tr>
<td>Shelter facility organization and set up</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Shelter oversight and operational leadership</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Shelter operational management and support</td>
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<td>X</td>
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<tr>
<td>Oversight and management of registration processes</td>
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<tr>
<td>Shelter operations cost tracking and status reporting</td>
<td>X</td>
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<tr>
<td>Pet/comfort animal sheltering operations</td>
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<td>X</td>
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<tr>
<td>Shelter site vector control</td>
<td></td>
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<td>X</td>
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<tr>
<td>Shelter site feeding operations – safety inspections</td>
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<td>X</td>
</tr>
<tr>
<td>Assessment of ill or injured residents, treatment of minor injuries using basic first aid resources</td>
<td>X</td>
<td>X</td>
<td></td>
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<tr>
<td>Assessment and isolation of residents who exhibit symptoms of communicable disease</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Assessment of functional limitations to independent management of activities of daily living</td>
<td>X</td>
<td>X</td>
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</tbody>
</table>

\(^{21}\) See Exhibit 3 – AFN Equipment Trailer List (pg. 107).
<table>
<thead>
<tr>
<th>Appendix A: Sheltering Roles &amp; Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescription drug replacement assistance, administer storage of prescription medicines</td>
</tr>
<tr>
<td>Assess mental health needs of shelter residents &amp; staff; make referrals as appropriate</td>
</tr>
<tr>
<td>Provide crisis counseling support</td>
</tr>
<tr>
<td>Activate community based Critical Incident Stress Management, emotional and spiritual counseling as appropriate</td>
</tr>
<tr>
<td>Oversight supervision of unaccompanied minor children and foster children</td>
</tr>
</tbody>
</table>
### Appendix B: Shelter Set-Up Checklist

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinate deployment of general equipment and AFN equipment trailers</td>
<td></td>
</tr>
<tr>
<td>If incident created potential structural damage to shelter site, contact EOC to request building inspection prior to opening of shelter.</td>
<td></td>
</tr>
<tr>
<td>Conduct facility inspection to survey conditions prior to sheltering operations. Request facility owner/operator participation when possible.</td>
<td>Referenced as Facility/Shelter Opening and Closing Inspection form.</td>
</tr>
<tr>
<td>Identify what, if any, onsite supplies are available for shelter use and create initial inventory. Relocate or secure items not authorized for shelter use.</td>
<td>Referenced as Shelter Inventory form.</td>
</tr>
<tr>
<td>Establish Shelter Operations Team and designate work assignments</td>
<td></td>
</tr>
<tr>
<td>Set up a Waiting Area if Needed – If potential shelter clients have reported prior to opening, designate a waiting area to provide initial protection from weather elements.</td>
<td></td>
</tr>
<tr>
<td>Coordinate with Animal Services staff to establish pet and comfort animal shelter location and operation.</td>
<td></td>
</tr>
<tr>
<td>Shelter Manager shall designate shelter functional areas and assign staff to complete set up processes as needed:</td>
<td></td>
</tr>
<tr>
<td>When possible, designate at least one (1) single-use gender neutral restroom/shower facility. Shelter staff should not determine or prescribe which bathroom and shower facilities a person should use and should not monitor these facilities.</td>
<td></td>
</tr>
<tr>
<td>a. Administrative area - office space for Shelter Manager, supervisors, administrative support, staffing and logistics</td>
<td></td>
</tr>
<tr>
<td>b. Receiving area – for receiving/unloading shelter supplies and equipment</td>
<td></td>
</tr>
<tr>
<td>c. Storage area – secure area for supply and equipment storage</td>
<td></td>
</tr>
<tr>
<td>d. Staff restrooms – designate staff restrooms. If possible, separate from general use restrooms.</td>
<td></td>
</tr>
<tr>
<td>e. Waiting area – area protected from weather elements for persons prior to shelter opening or registration</td>
<td></td>
</tr>
</tbody>
</table>

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22 See Attachment 3 – Facility/Shelter Opening and Closing Inspection (pg. 77).

23 See Attachment 4 - Shelter Inventory form (pg. 79).
## Appendix B: Shelter Set-Up Checklist

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>f.</strong></td>
<td><strong>Reception area</strong> – assign location near single main entrance, with tables and chairs for staff and residents</td>
</tr>
<tr>
<td><strong>g.</strong></td>
<td><strong>Registration area</strong> – assign location near Reception area, with tables and chairs for staff and clients, arranged to maximize privacy during registration.</td>
</tr>
<tr>
<td><strong>h.</strong></td>
<td><strong>Feeding areas</strong> – for meal preparation/serving; 24-hour snack area</td>
</tr>
<tr>
<td><strong>i.</strong></td>
<td><strong>Medication Storage</strong> – refrigeration for temperature controlled medicals and special dietary supplies</td>
</tr>
</tbody>
</table>
| **j.** | **Individual Client Services Areas** in location to maximize privacy to greatest extent possible with tables and chairs for staff administrative work and client interviews for:  
  - Disaster Health Services  
  - Disaster Behavioral Health & Recovery  
  - Client Case Management |
| **k.** | **Quiet Area** – for those who require respite for functional requirements (e.g., elderly individuals, people with psychiatric disabilities, parents with very young children, and children and adults with autism, etc.). |
| **l.** | **Dormitory Area** – locate in quiet area to maximize privacy from other service areas  
  - Controlled entrance/exits for effective monitoring  
  - **Ensure walk ways are minimum 36 inches wide:**  
    - Initial response: 20 square feet per person  
    - Extended response: 40 - 60 square feet of sleeping space per person  
    - **For persons using support equipment (wheelchairs, medical equipment and service animals): 100 square feet per person.**  
  - **Accessible cots should be placed against walls to support safe transfer**  
  - If needed, designated separate sleeping areas for:  
    - Families with young children  
    - Single men  
    - Single women |
| **m.** | **Privacy Area** |
### Appendix B: Shelter Set-Up Checklist

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>n.</td>
<td><strong>Child Play Area</strong> - located distantly as possible from the Quiet Area and assessed safe for small children. Position toys and games if possible, with prominent signage advising parental responsibility for supervision of children.</td>
</tr>
<tr>
<td>o.</td>
<td><strong>Teen/Adult Recreation Area</strong> – Position television, games, cards, newspapers, if available.</td>
</tr>
<tr>
<td>p.</td>
<td><strong>Service Animal Relief Area</strong> - with supplies staged for owners to dispose of animal waste.</td>
</tr>
<tr>
<td>q.</td>
<td>Shelter Director will contact EOC Care and Shelter Branch Coordinator to confirm time shelter will open and be ready to accept clients, shelter staff contact information, and determine schedule for regular update reports.</td>
</tr>
</tbody>
</table>
### Appendix C: Registration Checklist

<table>
<thead>
<tr>
<th>Task</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interview clients to collect information to identify needs</td>
<td>Reference: Dormitory Registration Form&lt;sup&gt;24&lt;/sup&gt;</td>
</tr>
<tr>
<td>Shelter Rules&lt;sup&gt;25&lt;/sup&gt; must be prominently posted at the Registration Area in English and Spanish. Staff will confirm shelter clients are notified of Shelter Rules and understand failure to comply may lead to removal from the Shelter. Shelter Rules will be communicated in all means necessary to ensure accessibility (ASL, verbal orientation, language translation services, etc.)</td>
<td></td>
</tr>
<tr>
<td>Maintain sign in/out system for shelter clients as they enter and leave the shelter for security and accountability&lt;sup&gt;26&lt;/sup&gt;</td>
<td>onde</td>
</tr>
<tr>
<td>Maintain and securely store registration records.</td>
<td></td>
</tr>
<tr>
<td>Assist clients with their immediate health needs and assess whether clients can be safely accommodated at the shelter. Refer to Disaster Health Services nurse if needed.</td>
<td></td>
</tr>
<tr>
<td>Assist clients with their immediate mental health needs and assess whether clients can be safely accommodated at the shelter. Refer to Disaster Mental Health Services if needed.</td>
<td></td>
</tr>
<tr>
<td>Assist clients with disaster-caused immediate needs, such as minor injuries</td>
<td></td>
</tr>
<tr>
<td>If known, obtain information how the client can be contacted after leaving the shelter and client authorization to disseminate information to community based organizations who provide recovery assistance.</td>
<td></td>
</tr>
<tr>
<td>Clearly communicate shelter pet policy:</td>
<td>- No pets are allowed within the shelter, animal sheltering will be provided by Animal Services</td>
</tr>
<tr>
<td></td>
<td>- “Comfort animal” sheltering will be considered on a case-by-case basis, subject to approval by the EOC.</td>
</tr>
<tr>
<td><strong>IMPORTANT</strong> If client states animals is a Service Animal, refer to Appendix F - Service Animal checklist, pg. 45.</td>
<td></td>
</tr>
<tr>
<td>Allow for self-identification of additional assistance needed:</td>
<td></td>
</tr>
</tbody>
</table>

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<sup>24</sup> See Attachment 6 – Shelter Registration Form (pg. 83).
<sup>25</sup> See Exhibit 4– Shelter Rules (pg. 111).
<sup>26</sup> See Attachment 8 – Shelter Sign In/Out (pg. 89).
### Appendix C: Registration Checklist

- Emergency prescription medication replacement
- Medication storage assistance
- Medical dietary restrictions
- Functional Needs equipment (wheelchairs, walkers or other durable medical equipment)
- Personal care assistance to help with bathing, dressing, feeding, walking or communicating

As needed, assign shelter staff to provide an individualized shelter orientation - guided walk-through of shelter facility
- Orient to bathroom, sleeping, and eating areas
- Explanation of shelter schedule and rules
- Introduction to shelter staff who will be available to provide additional assistance
- Be prepared to provide a verbal orientation to the shelter facility.

**NOTE:** It is a breach of etiquette to take someone by the hand or arm and lead them without first asking permission.

If a client indicates on the Registration Form a legal requirement to register with any state or local government for any reason, contact the Shelter Manager/Director for additional action.

*Refer to Appendix I - Legally Mandated Registered Individuals checklist, pg. 51.*

Encourage clients to complete form to support disaster assistance application process

*Reference: Kern OES Data Collection Form*

Encourage clients to register on [www.RedCross.org/SafeAndWell](http://www.RedCross.org/SafeAndWell). Inform clients this is voluntary and they will not be denied services if they choose not to participate.

Advise clients when leaving the shelter permanently to out-process at Registration Area

---

27 Attachment 11: Kern OES Data Collection Form (pg. 101).
### Appendix D: Health & Medical Checklist

<table>
<thead>
<tr>
<th>Task</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assess the ill and injured for health care and treat minor illnesses</td>
<td>Assess the ill and injured for health care and treat minor illnesses and injuries using basic first aid</td>
</tr>
<tr>
<td>and treat minor illnesses and injuries using basic first aid</td>
<td>Assess for unreported health problems and take necessary action</td>
</tr>
<tr>
<td>Assess for unreported health problems and take necessary action</td>
<td>Assist with replacement of medical equipment and essential medication</td>
</tr>
<tr>
<td>Assist with replacement of medical equipment and essential medication</td>
<td>Identify shelter clients who have a communicable disease and isolate client from shelter</td>
</tr>
<tr>
<td>Identify shelter clients who have a communicable disease and isolate</td>
<td>population as needed</td>
</tr>
<tr>
<td>client from shelter population as needed</td>
<td>Advise Shelter Director/Manager of worsening of any known medical condition</td>
</tr>
<tr>
<td>Advise Shelter Director/Manager of worsening of any known medical</td>
<td>Assess need for preventative actions and advise Shelter Manager</td>
</tr>
<tr>
<td>condition</td>
<td>Assess for client’s functional limitations and advise Shelter Manager of durable medical</td>
</tr>
<tr>
<td>Assess need for preventative actions and advise Shelter Manager</td>
<td>equipment needs to perform activities of daily living independently</td>
</tr>
<tr>
<td>Assess for client’s functional limitations and advise Shelter</td>
<td><strong>Note:</strong> Nurses will not provide hands-on services such as bathing, grooming, dressing,</td>
</tr>
<tr>
<td>Manager of durable medical equipment needs to perform activities of</td>
<td>toileting</td>
</tr>
<tr>
<td>daily living independently</td>
<td>Coordinate care with resident’s family or request assistance through Kern Medical</td>
</tr>
<tr>
<td>Coordinate care with resident’s family or request assistance</td>
<td>Reserve Corps</td>
</tr>
<tr>
<td>Assist provision of prescription refills and prescription</td>
<td>Assist provision of prescription refills and prescription replacement. A Licensed Registered</td>
</tr>
<tr>
<td>replacement.</td>
<td>Nurse is the only personnel authorized to assist with medication replacement</td>
</tr>
<tr>
<td>A Licensed Registered Nurse is the only personnel authorized to</td>
<td>Provide secure storage of medication that requires specialized handling (security, temperature control)</td>
</tr>
<tr>
<td>assist with medication replacement</td>
<td>Make referrals to local care providers and agencies as appropriate</td>
</tr>
<tr>
<td>Provide secure storage of medication that requires specialized</td>
<td></td>
</tr>
<tr>
<td>handling (security, temperature control)</td>
<td></td>
</tr>
<tr>
<td>Make referrals to local care providers and agencies as</td>
<td></td>
</tr>
<tr>
<td>appropriate</td>
<td></td>
</tr>
</tbody>
</table>
This page intentionally left blank
Appendix E: Mental Health Checklist

<table>
<thead>
<tr>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assess disaster related mental health needs of shelter residents</td>
</tr>
<tr>
<td>Recommend alternate accommodations to Shelter Manager if shelter environment is detrimental to the mental health of a client or has the potential to trigger negative behavior that may impact other shelter clients.</td>
</tr>
<tr>
<td>Assist with replacement of essential medication</td>
</tr>
<tr>
<td>A Licensed Registered Nurse is the only personnel authorized to assist with medication replacement</td>
</tr>
<tr>
<td>Provide crisis support services for shelter clients</td>
</tr>
<tr>
<td>Request activation of faith and community based organizations to provide counsel, Critical Incident Stress Management, and spiritual care counseling, as needed.</td>
</tr>
</tbody>
</table>
## Appendix F: Service Animal Checklist

<table>
<thead>
<tr>
<th>Service Animals are legally allowed in shelters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Animals are working animals – not pets</td>
</tr>
<tr>
<td>Service Animals have the legal standing equivalent to their owners</td>
</tr>
<tr>
<td>Service Animals are allowed in the shelter. Pets will be sheltered by Animal Services. Comfort animals will be considered on a case-by-case basis, subject to approval by the EOC.</td>
</tr>
<tr>
<td>Service animal criterion:</td>
</tr>
<tr>
<td>- Must be a dog (or in certain cases a miniature horse) – no other animal species can be categorized as a service animal</td>
</tr>
<tr>
<td>- The animal must be trained to do work or perform tasks for the benefit of the owner with a disability (physical, sensory, psychiatric, intellectual or other mental disability)</td>
</tr>
<tr>
<td><strong>Staff may ask only two questions regarding service animals:</strong></td>
</tr>
<tr>
<td>1. Is the animal a service animal required because of a disability?</td>
</tr>
<tr>
<td>2. What task has the animal been trained to perform?</td>
</tr>
<tr>
<td><strong>Staff may not ask about the person's disability, require medical documentation, require a special identification card or training documentation for the animal, or ask the animal demonstrate its ability to perform the work or task.</strong></td>
</tr>
<tr>
<td>The care, feeding and behavior of a Service Animal is the responsibility of the owner.</td>
</tr>
<tr>
<td>- Animals may not jump on other people or other animals, bark excessively, growl, wander about, or engage in other unruly behavior.</td>
</tr>
<tr>
<td>- Must be under the control of the owner at all times.</td>
</tr>
<tr>
<td>- Must be clean, groomed and free of ticks and other pests.</td>
</tr>
<tr>
<td>- Service animals are to relieve themselves in designated location only.</td>
</tr>
<tr>
<td>- Owners are responsible for pick-up and disposal of animal waste.</td>
</tr>
</tbody>
</table>
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## Appendix G: Unaccompanied Minor Checklist

An unaccompanied minor is a non-emancipated individual younger than 18 years of age who is not accompanied by a parent or guardian.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>If an unaccompanied minor reports to the shelter, the Shelter Manager will contact Kern County Child Protective Services (CPS) at 661-631-6011.</td>
</tr>
<tr>
<td>2.</td>
<td>Assign responsibility for the minor to a licensed worker from Public Health or Behavioral Health &amp; Recovery Services departments. If licensed staff is unavailable, assign responsibility for the minor to staff who are background check.</td>
</tr>
<tr>
<td>3.</td>
<td>Responsibility for unsupervised minors may NOT be assigned to individuals who have not successfully passed a background check. When possible, assign at least two staff members at a time to supervise an unaccompanied minor.</td>
</tr>
<tr>
<td>4.</td>
<td>Complete the Unaccompanied Minor Report Form to record the minor’s information and physical description and other details as available. <strong>Reference:</strong> Unaccompanied Minor Report form</td>
</tr>
<tr>
<td>5.</td>
<td>Protect the privacy and personal information of unaccompanied minors. Photography of unaccompanied minors is prohibited except by representatives of Law Enforcement or Child Welfare agency personnel.</td>
</tr>
<tr>
<td>6.</td>
<td>Contact the National Center for Missing and Exploited Children (NCMEC) and Unaccompanied Minors Registry (UMR) to inform them of the separated child. 1-800-THE-LOST or <a href="http://umr.missingkids.org">http://umr.missingkids.org</a></td>
</tr>
<tr>
<td>7.</td>
<td>Determine a reunification plan with law enforcement or Kern County Child Protective Services (CPS) at 661-631-6011.</td>
</tr>
</tbody>
</table>

Shelter workers cannot assume that information provided by the minor or the seeker regarding the parent/guardian reflects accurate custodial information.

If the presumed parent/guardian arrives at the shelter to claim the child, but the reunification has not yet been approved by law enforcement or CPS, the presumed parent/guardian may have supervised access to the child while waiting for law enforcement or CPS approval.

Once a reunification plan has been determined with law enforcement/CPS, reunite the child with a parent/guardian only with the approval and physical presence of law enforcement/CPS.

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28 See Attachment 10 – Unaccompanied Minor Report Form (pg. 95).
Appendix G: Unaccompanied Minor Checklist

Before the minor leaves the shelter, complete the Unaccompanied Minor Report Form to record the parent/guardian’s name, address, phone number or other contact information and personal information (birth date, license number, etc.). If possible make copy of ID and attach to report form.

Reference: Unaccompanied Minor Report form 29

29 See Attachment 10 – Unaccompanied Minor Report Form (pg. 95).
## Appendix H: Foster Children Checklist

In accordance with the Child and Family Services Improvement Act of 2006 (Public Law [PL] 109-288), the County is required to locate all foster children in the disaster area. Child Protective Services (CPS) must be notified at **661-631-6011** of all foster children residing in the shelter.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>ONLY THE SHELTER DIRECTOR</strong> will answer questions regarding foster children.</td>
</tr>
<tr>
<td>2</td>
<td>CPS will contact the Shelter Director regarding unaccounted foster children.</td>
</tr>
<tr>
<td>3</td>
<td>The Shelter Director will take names and general description of foster children and guardians.</td>
</tr>
<tr>
<td>4</td>
<td>The Shelter Director will verify if guardian is registered in the shelter.</td>
</tr>
<tr>
<td>5</td>
<td>If guardian is registered at the Shelter, the Shelter Director will make contact, visually verify the child presence and notify CPS.</td>
</tr>
<tr>
<td>6</td>
<td>If the guardian is not registered at the Shelter, the Shelter Director will promptly advise CPS.</td>
</tr>
</tbody>
</table>
### Appendix I: Legally Mandated Registered Individuals Checklist

The Dormitory Registration Form includes the question: “Someone in the household is required by law to register with a state or local government agency” Shelter registration staff should review each form and immediately refer any individual who checks “Yes” to the Shelter Manager/Director.

<table>
<thead>
<tr>
<th>Step</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter Manager/Director will have a discreet and private conversation with the incoming shelter client to ascertain the basis for legal requirement to register. In California individuals are required to register for arson and sex crimes.</td>
</tr>
<tr>
<td>Maintain confidentiality during discussion and follow up interactions. In keeping with the County’s preferences, personal information, including someone’s status as a registered sex offender, should not be disclosed to anyone who does not have a valid mission-essential reason to know.</td>
</tr>
<tr>
<td>If the individual states they are prohibited from being near minors, an alternative shelter location must be found.</td>
</tr>
<tr>
<td>The Shelter Director/Manager will record the individual’s full name and current address in a confidential location accessible only to the Shelter Director/Manager.</td>
</tr>
<tr>
<td>Advise the client that County policy requires notification of local law enforcement in such situations.</td>
</tr>
<tr>
<td>If the client chooses to remain at the shelter, immediately inform the shelter security personnel (if present) and the Care and Shelter Branch Coordinator at the EOC. Request Law Enforcement deployment to the shelter to provide guidance.</td>
</tr>
<tr>
<td>Until law enforcement resources arrive, request and ensure the individual confines their activities to a specific area at the shelter that is separate from the remaining shelter population.</td>
</tr>
<tr>
<td>Comply with the decision of Law Enforcement regarding whether the registered offender should remain at the shelter, be sheltered in an alternate location, or any other specific measures to be taken.</td>
</tr>
<tr>
<td>Document all incidents related to registered offenders and interaction with Law Enforcement in the confidential Shelter Log.</td>
</tr>
</tbody>
</table>
### Appendix J: Shelter Communications Checklist

**Per ADA requirements, shelter staff shall provide “effective communication” to individuals with disabilities or non-English speaking individuals and give primary consideration to their preference of service or preference of language**

<table>
<thead>
<tr>
<th>Ensure information is accessible to people who have disabilities or have language translation needs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilize clear communications by using simple language and avoiding acronyms.</td>
</tr>
<tr>
<td>Conduct regularly scheduled shelter meetings to discuss shelter-related issues such as shelter rules, shelter volunteer opportunities, and assistance available through community organizations.</td>
</tr>
<tr>
<td>Coordinate with Kern EOC to arrange for Incident Public Information Officers (PIO) to conduct daily scheduled situation updates.</td>
</tr>
<tr>
<td>Incident update information must be vetted and confirmed prior to dissemination. PIO briefings will be considered vetted information. Should additional information be requested by shelter clients, or for rumor control purposes, shelter staff must confirm information accuracy with the Kern EOC. <strong>Information that has not been vetted and approved by the Incident Command or EOC shall not be disseminated by shelter staff. This applies to tentative shelter closure dates, as this will be based on direction from the Incident Command.</strong></td>
</tr>
<tr>
<td>All audible announcements must be provided in text format and posted to bulletin boards in English and Spanish in minimum 18 point font.</td>
</tr>
<tr>
<td>Do not assume that all clients can read posted notices. Staff must be prepared to read aloud written notices for persons who cannot read posted information due to disabilities or limited reading ability.</td>
</tr>
<tr>
<td>Do not assume that all clients can hear spoken announcements. Staff must be prepared to communicate with persons who are deaf or have hearing impairments. Shelter staff will utilize alternate communication methods that include, but are not limited to:</td>
</tr>
<tr>
<td>- Onsite or online ASL interpretation services</td>
</tr>
<tr>
<td>- UbiDuo from AFN Shelter Equipment cache</td>
</tr>
<tr>
<td>- Whiteboards/dry erase markers</td>
</tr>
<tr>
<td>- Notepads/pens/pencils</td>
</tr>
<tr>
<td>For language translation:</td>
</tr>
<tr>
<td>- To the extent possible, utilize certified language interpreters. Translation assistance from family members is acceptable when needed.</td>
</tr>
</tbody>
</table>
### Appendix J: Shelter Communications Checklist

- DHS contracts for online language interpretation services; large screen laptop computers in the AFN Equipment cache may be used for this purpose
- Contact Kern EOC to request deployment of bilingual county personnel
- Contact Kern EOC to request translation services from Community Based Organizations that specialize serving non-English speaking populations
- As a last resort, request assistance from bilingual shelter residents

| If televisions are established within the shelter, ensure closed captioning feature is enabled, which is designated by the symbol [cc]. |
| Provide access to TTY (Text Telephone) or TDD (Telecommunications Device for the Deaf) as available at the shelter. |
| Provide briefing on shelter rules, schedule, facility safety and evacuation. Schedule periodic update briefings. |
| Post schedule of shelter closure, with 24-48 hour advance notice. |
Appendix K: Shelter Signage Checklist

<table>
<thead>
<tr>
<th>Per ADA requirements, shelter staff shall provide “effective communication” to individuals with disabilities or non-English speaking individuals and give primary consideration to their preference of service or preference of language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use caution when posting signage or bulletin boards to avoid damage to wall surfaces. Confirm authorization to post signage with facility owner/operator.</td>
</tr>
<tr>
<td>All signs and bulletin posts will be in English and Spanish, with minimum 18 point font.</td>
</tr>
<tr>
<td>Post signage outside of the shelter facility to indicate location of main entrance and accessible entrance, if other than the main entry. Post directional signage on unused entryways indicating the location of main entrance and accessible entrance.</td>
</tr>
<tr>
<td>Post signage identifying the shelter as a Red Cross/County Shelter inside the building, at least one per wall. Use caution so that walls and other surfaces where signs are posted are not damaged.</td>
</tr>
<tr>
<td>Prominently post signage to designate Service Areas within the shelter, i.e. Registration, Health Services, Mental Health, Canteen, etc. Include signage for sheltering partners working within the shelter as appropriate.</td>
</tr>
<tr>
<td>Prominently post signage to designate Shelter Rules, schedule and planned activities.</td>
</tr>
<tr>
<td>Prominently post signage to advertise assistance available to clients through community organizations, location and hours to apply for assistance and contact information as appropriate.</td>
</tr>
<tr>
<td>Bulletin boards may be used throughout the shelter facility to post news releases, shelter schedule, lists of available resources and other information as appropriate.</td>
</tr>
<tr>
<td>Check signage periodically to confirm legible condition and replace as needed.</td>
</tr>
</tbody>
</table>

30See Exhibit 4 – Shelter Rules (pg. 111).
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### Appendix L: Shelter Safety and Security Checklist

Shelter staff must implement procedures to support the safety and security of shelter residents and staff. Safety and security activities include arranging for security personnel, if needed; conducting safety and security inspections; and monitoring access to shelter areas.

<table>
<thead>
<tr>
<th>All shelter staff should be reminded: If you see something, say something!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure to comply with Shelter Rules by a client may be cause for removal from the Shelter. If warranted, law enforcement personnel may be contacted for assistance.</td>
</tr>
<tr>
<td>Conduct regular inspections of the shelter facility and surrounding grounds to ensure compliance with shelter rules, fire regulations, and spot any potential problems.(^{31}) Coordinate with the EOC for technical inspection assistance as needed.</td>
</tr>
<tr>
<td>To prevent unauthorized entry:</td>
</tr>
<tr>
<td>- Lock entrances to prevent entry except through the monitored main shelter entrance area.</td>
</tr>
<tr>
<td>- Without exception, emergency exits may not be blocked or locked in any way to impede exit from the shelter.</td>
</tr>
<tr>
<td>- Remind clients and staff only the monitored main shelter entrance area is to be used, except during emergency situations.</td>
</tr>
<tr>
<td>Foot traffic pathways within the shelter will be kept clear to prevent accidental falls. Shelter residents will be reminded pathways may not be impeded by personal items.</td>
</tr>
<tr>
<td>Shelter staff and clients will be advised the County will not be held liable for damages to personal vehicles at the shelter. The County is not responsible for any lost or stolen personal items.</td>
</tr>
</tbody>
</table>

---

\(^{31}\) See Attachment 7 – Shelter Shift Inspection (pg. 87).
### Appendix M: Reporting & Record Keeping Checklist

Keeping accurate records and regular reporting to the EOC helps manage shelter operation resources, plan for the needs of the operation and collect information to improve preparation for future operations.

<table>
<thead>
<tr>
<th>Task</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>As needed, report to the Kern EOC any unmet needs for the shelter facility or clients, and any shelter safety or security concerns.</td>
<td></td>
</tr>
<tr>
<td>At pre-determined schedule, provide shelter statistics and census information(^{32}) daily to EOC Care &amp; Shelter Branch Coordinator. If position is not activated, provide report to Kern OES staff.</td>
<td></td>
</tr>
<tr>
<td>Immediately advise EOC Care &amp; Shelter Branch Coordinator (or Kern OES staff) of unusual events such as injuries to shelter staff or clients, instances of theft or law enforcement intervention.</td>
<td></td>
</tr>
<tr>
<td>The Shelter Manager shall keep accurate administrative records including personnel names and hours worked, track food and supplies expended, damage or loss of equipment, damage to sheltering facility and any other expenses incurred by the emergency shelter operation. At the conclusion of sheltering operations, all expense reports will be submitted to the Shelter Director.</td>
<td></td>
</tr>
<tr>
<td>The Shelter Director shall develop a shelter After Action Report and submit to Kern OES at the conclusion of sheltering operations.</td>
<td></td>
</tr>
</tbody>
</table>

---

\(^{32}\) See Attachment 9 – Daily Shelter Report Form (pg. 91).
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## Appendix N: Shelter Demobilization Checklist

<table>
<thead>
<tr>
<th>Sheltering operations will continue until the Incident Command determines conditions are safe for residential reentry into the impacted area and clients confirm ability to return home or have made alternative housing arrangements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caseworkers will assist clients to identify and plan post-sheltering housing and transportation. Coordinate with assisting community organizations as appropriate.</td>
</tr>
<tr>
<td>Shelter Manager and facility owner/operator will conduct a post-occupancy site inspection to identify damages and reconciliation of facility supplies used, if any. Results of closing inspection will be documented in Facility/Shelter Opening and Closing Inspection form.</td>
</tr>
<tr>
<td>- If no damages are observed: complete and sign form</td>
</tr>
<tr>
<td>- If damages are observed: note and document damages due to sheltering operations, describe needed repairs, and forward Form to Kern EOC Logistics.</td>
</tr>
<tr>
<td>Shelter Manager will ensure County owned sheltering supplies and equipment are gathered, cleaned as needed and returned to shelter equipment trailer or AFN equipment shelter trailer.</td>
</tr>
<tr>
<td>Shelter Manager will ensure no facility owned equipment or supplies are removed from the shelter. Any equipment or unused supplies owned by County departments will be returned.</td>
</tr>
<tr>
<td>Shelter staff will remove and dispose of all trash and debris.</td>
</tr>
<tr>
<td>Shelter Director/Manager will coordinate with Kern EOC Logistics to arrange for shelter site cleaning services to return facility to pre-shelter condition.</td>
</tr>
<tr>
<td>Shelter Director or Manager will coordinate with Kern EOC Logistics to discontinue electric, telephone, trash, janitorial, security services, and other supporting vendors contracted by the County.</td>
</tr>
<tr>
<td>Return keys to facility owner/operator</td>
</tr>
<tr>
<td>Submit all forms and associated information to the Shelter /Manager Director, who shall submit paperwork for all activated shelters to the Red Cross Leadership or the Kern EOC Shelter Branch Coordinator</td>
</tr>
<tr>
<td>Return trailers to original staging areas.</td>
</tr>
</tbody>
</table>

---

33 See Attachment 3 - Facility/Shelter Opening and Closing Inspection Form (pg. 77).
ATTACHMENT 1 – Shelter Facility Survey Form

Shelter Facility Survey

BASIC SHELTER INFORMATION

Site Name/ School District
Name of building
Phone #  Fax #  Website

Shelter address

Town/ City  County/ Parish  State  Zip Code
Mailing Address (if different)

Town/ City  County/ Parish  State  Zip Code

Agency operating shelter (check one)

☐ Red Cross  ☐ FEMA  ☐ DHS  ☐ TSA  ☐ SBC  ☐ Other

Shelter agency type (check one)

☐ Red Cross managed  ☐ Red Cross partner  ☐ Red Cross supported  ☐ Independent

Shelter type (check all that apply)

☐ Evacuation  ☐ General  ☐ Medical  ☐ Other

General facility notes

Shelter Capacity

Use the calculations to calculate the capacity for sleeping space.

Total sq feet  usable sq ft + 20 sq ft/person = person capacity

☐ Evacuation  usable sq ft + 20 sq ft/person = person capacity

☐ Post Impact  usable sq ft + 40 sq ft/person = person capacity

☐ Other  usable sq ft + sq ft/person = person capacity

Geographic Information

Use major landmarks (e.g. highways, intersections, rivers, railroad crossings, etc.) that will be easily recognizable in a disaster. Latitude and longitude coordinates can be found at online web sites, using a global positioning system device, or will auto populate when the address is entered into the National Shelter System.

Latitude  Longitude  Elevation

In storm surge/ evacuation ☐ Yes  Hurricane category or evacuation area ☐ No  In flood plain ☐ Yes  year flood impact ☐ No

Directions to facility

Shelter Facility Survey  Rev. 8-15-2011
# County of Kern Area Mass Care and Shelter Guidance

## Shelter Facility Survey

### Point of Contact to Authorize Use of Facility

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>24 hour #</th>
<th>Fax #</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Contact notes

### Point of Contact to Open Facility

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>24 hour #</th>
<th>Fax #</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Contact notes

### Alternate Point of Contact

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>24 hour #</th>
<th>Fax #</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Contact notes

### Pet Shelter

<table>
<thead>
<tr>
<th>Pet shelter space available on site</th>
<th>Yes</th>
<th>No</th>
<th>Nearest location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Separate ventilation system</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Cement or tile floors with drains</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Outdoor space to relieve pets</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Agency that will operate the pet shelter

<table>
<thead>
<tr>
<th>Phone #</th>
<th>24 hour #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### ADDITIONAL INFORMATION

<table>
<thead>
<tr>
<th>Shelter agreement signed</th>
<th>Yes</th>
<th>No</th>
<th>Date signed</th>
<th>Notes</th>
</tr>
</thead>
</table>

Pre-designated shelter team assigned

<table>
<thead>
<tr>
<th>Team name</th>
<th>24 hour #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Current facility floor plans available

<table>
<thead>
<tr>
<th>Location of copies</th>
<th>24 hour #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

International Association of Venue Managers (IAVM) facility

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

*Use the Standards for Selection of Hurricane Evacuation Shelters to select hurricane evacuation shelters. In this document, you will find a planning process that involves many factors (e.g., technical information for storm surge and flood mapping). This process requires close coordination with local officials for technical information to make decisions about hurricane shelter suitability. Use the Facility Construction section to assist with determining whether this can be a hurricane evacuation shelter.*

Shelter can be a hurricane evacuation shelter

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

Shelter Facility Survey

Rev. 8-15-2011
# Shelter Facility Survey

## Survey Conductors
(List all who participated in the survey)

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Organization</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Limitations of Facility Use

Check one: □ This facility will be available for use at any time during the year
□ This facility is only available for use during the time periods listed below
□ This facility is not available for use during the time periods listed below

- **Dates (mm/dd/yyyy)**
- **Times (hh:mm)**

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>□ AM</td>
<td>□ PM</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

List any recurring dates that the facility is not available (e.g., every Sunday)

Areas of the facility that are restricted during use

## Facility Construction & Safety

<table>
<thead>
<tr>
<th>Construction material</th>
<th>□ Wood □ Masonry/Brick □ Pre-fab □ Bungalow □ Concrete □ Metal □ Trailer □ Pod</th>
</tr>
</thead>
</table>

- □ Other
- # stories/floors
- Notes

Elevator □ Yes Location □ No Notes

Open roof spans (see Standards for Selection of Hurricane Evacuation Shelters for current standards)

- □ Yes Length
- □ No

Windows in sleep area □ Yes □ No If yes, shatter protected □ Yes □ No If yes, protected with shutter □ Yes □ No

Fire & AED Safety

Some facilities may not meet fire codes based on building capacity. The questions below are a general reference. Contact your local fire department with questions or for more information.

- Fire alarms & systems (check all that apply)
  □ Working smoke detectors □ Inspected fire alarm system □ Functional sprinkler system □ Functional direct fire department alert

Comments from fire department

AED(s) on site □ Yes Location □ No

Shelter Facility Survey

3

Rev. 8-15-2011
# Shelter Facility Survey

## Facility Inspection Point of Contact

If requested, who would inspect this facility post-impact to determine if it is safe to occupy?

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>24 hour #</th>
<th>Fax #</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Contact notes

---

## SANITATION, FEEDING & UTILITIES

The recommended ratio for toilet facilities is a minimum of 1 toilet for 20 people. The optimum scenario for showers is 1 shower for every 25 residents. Count all facilities that will be available to shelter residents and staff.

<table>
<thead>
<tr>
<th>Showers available</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td># of showers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Toilets available</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td># of toilets</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Check all that apply Heating</th>
<th>Electric</th>
<th>Natural Gas</th>
<th>Propane</th>
<th>Fuel Oil</th>
<th>Cooling</th>
<th>Electric</th>
<th>Natural Gas</th>
<th>Propane</th>
<th>Water</th>
<th>Municipal</th>
<th>Well(s)</th>
<th>Trapped</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Check all that apply Cooking</th>
<th>Electric</th>
<th>Natural Gas</th>
<th>Propane</th>
<th>Water</th>
<th>Municipal</th>
<th>Well(s)</th>
<th>Trapped</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Self-sufficient power</th>
<th>Yes</th>
<th>Type</th>
<th>No</th>
</tr>
</thead>
</table>

Note: fuel requirements, generator capacity, facility areas supported by generator(s), and other relevant information.

<table>
<thead>
<tr>
<th>Emergency generator on site</th>
<th>Yes</th>
<th>No</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

## Feeding

Food Prep (check all that apply) | Warming oven kitchen | Full service | Central kitchen (delivery)

<table>
<thead>
<tr>
<th>Food stock stored on site</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td># meal can be served</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Seating capacity</th>
<th>Cafeteria</th>
<th>Snack Bar</th>
<th>Other indoor seating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes on feeding</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

## ACCESSIBILITY

See accompanying Shelter Facility Survey-Accessibility Instructions.

Facility Construction

Facility built in 1993 or later, or extensively altered in 1992 or later.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

Parking Areas

Parking available

<table>
<thead>
<tr>
<th>Accessible parking space(s)</th>
<th>Yes</th>
<th>No</th>
<th>Notes</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Van accessible parking space(s)</th>
<th>Yes</th>
<th>No</th>
<th>Notes</th>
</tr>
</thead>
</table>

Drop-off/Loading Area

Permanent drop-off area/loading zone with marked access aisle or space available to designate as temporary drop-off area/loading zone.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

Rev. 8-15-2011
<table>
<thead>
<tr>
<th><strong>Facility Entrance</strong></th>
<th>Sidewalk connects parking area and any drop-off area to at least one facility entrance. □ Yes □ No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Route from accessible parking spaces and any drop-off area/loading zone to at least one facility entrance has no steps or curbs without curb cuts. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Where route crosses curb, curb cuts are at least 36” wide. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Automatic doors or doors without knob hardware. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Doorways at least 32” wide when door is open. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Level landings on interior and exterior sides of entry door. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>No objects protrude from the side more than four inches into the route to the facility entrance. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>If the main facility entrance does not appear to be accessible, another entry is accessible. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>A sign identifies the location of the accessible entrance. □ Yes □ No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Routes to Service Delivery Areas</strong></th>
<th>A route without steps is available to access each service delivery area, as well as restrooms and showers or service can be provided in an area that can be accessed by route with no steps. □ Yes □ No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Using a yard stick held horizontally at your waist level, walk from the facility entrance to each service delivery area, as well as restrooms and showers. Except at doorways (which must be only 32” wide), no part of the route is less than 36” wide. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Route has vertical clearance of at least 80”. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>No objects protrude from the side more than 4” into the routes to the various service delivery areas. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Automatic doors or doors without knob hardware. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Doorways at least 32” wide when door is open along routes to each service. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>If a service delivery area is accessible only by elevator, there is back-up power for the elevator(s). □ Yes □ No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Ramps</strong></th>
<th>Ramps are at least 36” wide, have handrails on both sides 34”-38” above the ramp surface, and have level landings at least 80” long. □ Yes □ No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If yes, type of ramp □ Fixed □ Portable □ Not provided</td>
</tr>
<tr>
<td></td>
<td>If ramps are longer than 30 feet, a level landing at least 60” long is provided every 30 feet. □ Yes □ No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Restrooms</strong></th>
<th>Area where person in a wheelchair can turn around (60-inch diameter circle or T-shape turn area). □ Yes □ No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Doorways at least 32” wide when door is open. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Doors without knob hardware. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Toilet seat is 17”-19” high. Flush control is automatic or manual control on the open side of the toilet and no higher than 48”. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Toilet’s centerline is 18”-18” from the nearest side wall. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Stall at least 60” wide and 56” deep (wall-mounted toilet) or 59” deep for (floor mounted toilet). □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Space at least 9” high is provided beneath the front and one side of the stall. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Appropriate grab bars. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>Toilet paper dispenser is within 36” of the rear wall. □ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>At least one accessible sink. □ Yes □ No</td>
</tr>
</tbody>
</table>
## Shelter Facility Survey

**Showers**
- Showers available: [ ] Yes [ ] No
  - Answer below if showers are available
    - At least one accessible shower stall with appropriate grab bars: [ ] Yes [ ] No
    - Stall type: [ ] Transfer stall [ ] Roll-in shower [ ] Not provided
    - Shower seat 17"-19" high. If in transfer stall, seat is on the wall opposite the shower controls. If in roll-in shower, seat is on wall adjacent to the shower controls.
    - Hand-held shower spray with ability to mount at 48" (typically via a mount that can be adjusted along a fixed vertical bar), or alternatively a fixed shower head at 48".
    - Controls do not require tight grasping, pinching or twisting and are mounted 38"-48" high and no more than 18" from the front of the shower.
  - Shower area
    - At least some tables have tops 28"-34" high and space underneath at least 27" high, 30" wide and 19" deep.
    - Serving line or counter no higher than 34".
  - Assessment
    - Relevant areas of the facility are accessible to people with disabilities without adjustments: [ ] Yes [ ] No
    - Facility has at least one accessible entrance and one accessible restroom, and otherwise is capable of being made accessible during a disaster with minor adjustments: [ ] Yes [ ] No
    - Facility would require extensive adjustments to be accessible during a disaster: [ ] Yes [ ] No

**Adjustments for Accessibility** (Identify any adjustments or enhancements that should be made to make the relevant areas of the facility accessible during a disaster)

---

## OTHER CONSIDERATIONS

### Additional Facilities & Space

<table>
<thead>
<tr>
<th>Isolated care areas</th>
<th>Yes</th>
<th>No</th>
<th>Type of area</th>
<th>Yes</th>
<th>No</th>
<th>Rooms</th>
<th>Yes</th>
<th>No</th>
<th>Shelter area</th>
<th>Yes</th>
<th>No</th>
<th>Separate facility/area</th>
<th>Yes</th>
<th>No</th>
<th>Shelter registration area</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laundry facilities</td>
<td>Yes</td>
<td>No</td>
<td># of washers</td>
<td></td>
<td></td>
<td># of dryers</td>
<td></td>
<td></td>
<td>Who can access the laundry facilities</td>
<td></td>
<td></td>
<td>Shelter workers</td>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Shelter residents</td>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Special conditions or restrictions for laundry

**Available Materials**

One cot and two blankets per shelter resident is recommended. Note all available materials for shelter use in the notes section.

<table>
<thead>
<tr>
<th>Cots available</th>
<th>Yes</th>
<th>No</th>
<th># of cots</th>
<th>No</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blankets available</td>
<td>Yes</td>
<td>No</td>
<td># of blankets</td>
<td>No</td>
<td>Location</td>
</tr>
<tr>
<td>Children's supplies (e.g. cribs &amp; changing table)</td>
<td>Yes</td>
<td>No</td>
<td>Chairs &amp; tables available</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

**Notes**
### Facility Ownership & Proximity Considerations

Does the entity that plans to manage the shelter own the building?  □ Yes  □ No

If no, is there a current written plan?  □ Yes  □ No

Is this facility within five miles of an evacuation route?  □ Yes  □ No

Is this facility within ten miles of a nuclear power plant?  □ Yes  □ No

### Groups Associated with the Facility & Training

Facility staff required when using facility?  □ Yes  □ No

Paid feeding staff required when using facility?  □ Yes  □ No

Church auxiliary required when using facility?  □ Yes  □ No

Fire auxiliary required when using facility?  □ Yes  □ No

Other required?  □ Yes  □ No  Other

Will any of the above groups be trained or experienced in Red Cross shelter operations or support?  □ Yes  □ No

If yes, describe capabilities

Has the facility been trained in Red Cross sheltering (if not Red Cross managed)?  □ Yes  □ No

If yes, describe capabilities

Training requested by facility or group  □ Yes  □ No  # of staff to be trained

### ADDITIONAL NOTES & INFORMATION

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Shelter Facility Survey 7  Rev. 8-15-2011
ATTACHMENT 2 – Facility Use Agreement Form

Facility Use Agreement

The American National Red Cross ("Red Cross"), a non-profit corporation chartered by the United States Congress, provides services to individuals, families and communities when disasters strike. The disaster relief activities of the Red Cross are made possible by the American public who support the Red Cross with generous donations. The Red Cross's disaster services are also supported by facility owners who permit the Red Cross to use their buildings as shelters and other service delivery sites for disaster victims. This agreement is between the Red Cross and a facility owner ("Owner") so the Red Cross can use the facility to provide services during a disaster.

Parties and Facility

Owner:

Legal name: ____________________________

______________________________

Address: ____________________________

______________________________

24-hour Point of Contact:

Name and title: ____________________________

______________________________

Work phone: ____________________________

______________________________

Cell phone/pager: ____________________________

______________________________

Address for Legal Notices (only if different from address above):

______________________________

______________________________

DCS JT DMWT Facility Use Agreement V.1.0 2016_08_10
Owner: Disaster Cycle Services
Author: Deploy Materials, Workers and Technology Process
Red Cross:

Legal name: The American National Red Cross

Chapter Name:

Chapter address:

24-Hour Point of Contact:

Name and title:

Work phone: Cell phone/pager:

Address for Legal Notices:

Facility:

(Insert name and complete street address of building or, if multiple buildings, write “See attached Facility List,” and attach facility list, including complete street address of each building that is part of this agreement. In addition, if only a portion of the building is part of this agreement, then include a description of that portion of the building.)
1. **Use of Facility:** Upon request and if feasible, Owner will permit the Red Cross to use and occupy the Facility on a temporary basis to conduct emergency, disaster-related activities. The Facility may be used for any of the following purposes (both parties must initial all that apply):

<table>
<thead>
<tr>
<th>Facility Purpose</th>
<th>Owner Initials</th>
<th>Red Cross Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Center (Operations, Client Services, or Volunteer Intake)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storage of supplies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parking of vehicles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disaster Shelter</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. **Facility Management:** The Red Cross will designate a Red Cross official to manage the activities at the Facility ("Red Cross Manager"). The Owner will designate a Facility Coordinator to coordinate with the Red Cross Manager regarding the use of the Facility by the Red Cross.

3. **Condition of Facility:** The Facility Coordinator and Red Cross Manager (or designee) will jointly conduct a survey of the Facility before it is turned over to the Red Cross. They will use the first page of the Red Cross’s **Facility/Shelter Opening/Closing Form** to record any existing damage or conditions. The Facility Coordinator will identify and secure all equipment in the Facility that the Red Cross should not use. The Red Cross will exercise reasonable care while using the Facility and will not modify the Facility without the Owner’s express written approval.

4. **Food Services** *(This paragraph is applicable only when the Facility is used as a shelter or service center.):* Upon request by the Red Cross, and if such resources are available, the Owner will make the food service resources of the Facility, including food, supplies, equipment and food service workers, available to feed the shelter occupants. The Facility Coordinator will designate a Food Service Manager to coordinate the provision of meals at the direction of and in cooperation with the Red Cross Manager. The Food Service Manager will establish a feeding schedule and supervise meal planning and preparation. The Food Service Manager and Red Cross Manager will jointly conduct a pre-occupancy inventory of the food and food service supplies before the Facility is turned over to the Red Cross. When the Red Cross vacates the Facility, the Red Cross Manager and Facility Coordinator or Food Service Manager will conduct a post-occupancy inventory of the food and supplies used during the Red Cross’s activities at the Facility.

5. **Custodial Services** *(This paragraph is applicable only when the Facility is used as a shelter or service center.):* Upon request of the Red Cross and if such resources exist and are available, the Owner will make its custodial resources, including supplies and workers, available to provide cleaning and sanitation services at the Facility. The Facility Coordinator will designate a Facility Custodian to coordinate the provision of these services at the direction of and in cooperation with the Red Cross Manager.

6. **Security/Safety:** In coordination with the Facility Coordinator, the Red Cross Manager, as he or she deems necessary and appropriate, will coordinate with law enforcement regarding any security and safety issues at the Facility.
7. **Signage and Publicity:** The Red Cross may post signs identifying the Facility as a site of Red Cross operations in locations approved by the Facility Coordinator. The Red Cross will remove such signs when the Red Cross’s activities at the Facility are concluded. The Owner will not issue press releases or other publicity concerning the Red Cross’s activities at the Facility without the expressed, written consent of the Red Cross Manager. The Owner will refer all media questions about the Red Cross activities to the Red Cross Manager.

8. **Closing the Facility:** The Red Cross will notify the Owner or Facility Coordinator of the date when the Red Cross will vacate the Facility. Before the Red Cross vacates the Facility, the Red Cross Manager and Facility Coordinator will jointly conduct a post-occupancy inspection, using the second page of the Shelter/Facility Opening/Closing Form to record any damage or conditions.

9. **Fee** *(This paragraph is not applicable when the Facility is used as a shelter. The Red Cross does not pay fees to use facilities as shelters.)*: Both parties must initial the applicable statement below:

   a. Owner will not charge a fee for the use of the Facility in recognition of the services the Red Cross provides to the community. Owner initials: Red Cross initials:

   b. The Red Cross will pay $_____ per day/week/month (circle one) for the right to use and occupy the Facility. Owner initials: Red Cross initials:

10. **Reimbursement:** The Red Cross will reimburse the Owner for the following:

   a. **Damage to the Facility or other property of Owner,** reasonable wear and tear excepted, resulting from the operations of the Red Cross. Reimbursement for facility damage will be based on replacement at actual cash value. The Red Cross, in consultation with the Owner, will select from among bids from at least three reputable contractors. The Red Cross is not responsible for storm damage or other damage caused by the disaster.

   b. **(Only when Facility is used as a shelter or Service Center)** Reasonable costs associated with custodial and food service personnel which would not have been incurred but for the Red Cross’s use of the Facility. The Red Cross will reimburse at per-hour, straight-time rate for wages actually incurred but will not reimburse for (i) overtime or (ii) costs of salaried staff.

   c. **Reasonable, actual, out-of-pocket costs for the utilities indicated below,** to the extent that such costs would not have been incurred but for the Red Cross’s use of the Facility. (Both parties must initial all utilities to be reimbursed by the Red Cross):

<table>
<thead>
<tr>
<th>Water</th>
<th>Owner initials</th>
<th>Red Cross initials</th>
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<th>Red Cross initials</th>
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<th>Waste Disposal</th>
<th>Owner initials</th>
<th>Red Cross initials</th>
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DCS JT DMWT Facility Use Agreement V.1.0 2016_08_10
Owner: Disaster Cycle Services
Author: Deploy Materials, Workers and Technology Process
Facility Use Agreement
Disaster Cycle Services Job Tools
DCS JT-C DMWT / Facility Management

The Owner will submit any request for reimbursement to the Red Cross within 60 days after the occupancy of the Red Cross ends. Any request for reimbursement must be accompanied by supporting invoices. Any request for reimbursement for personnel costs must be accompanied by a list of the personnel with the dates and hours worked.

11. **Insurance:** The Red Cross shall carry insurance coverage in the amounts of at least $1,000,000 per occurrence for Commercial General Liability and Automobile Liability. The Red Cross shall also carry Workers' Compensation coverage with statutory limits for the jurisdiction within which the facility is located and $1,000,000 in Employers' Liability.

12. **Indemnification:** The Red Cross shall defend, hold harmless, and indemnify Owner against any legal liability, including reasonable attorney fees, in respect to claims for bodily injury, death, and property damage arising from the negligence of the Red Cross during the use of the Facility.

13. **Term:** The term of this agreement begins on the date of the last signature below and ends 30 days after written notice by either party.

<table>
<thead>
<tr>
<th>Owner (legal name)</th>
<th>THE AMERICAN NATIONAL RED CROSS (legal name)</th>
</tr>
</thead>
<tbody>
<tr>
<td>By (signature)</td>
<td>By (signature)</td>
</tr>
<tr>
<td>Name (printed)</td>
<td>Name (printed)</td>
</tr>
<tr>
<td>Title</td>
<td>Title</td>
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<tr>
<td>Date</td>
<td>Date</td>
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</tbody>
</table>

DCS JT DMWT Facility Use Agreement V.1.0 2016_08_10
Owner: Disaster Cycle Services
Author: Deploy Materials, Workers and Technology Process

75
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# ATTACHMENT 3 – FACILITY/SHELTER OPENING AND CLOSING INSPECTION FORM

[Image of form]

## Opening Inspection

Check yes, no, not applicable (NA) or unknown (U). Note specific areas needing correction and those responsible for making the corrections in the "Comments" column. Take pictures of pre-existing damages and attach them to this document.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>NA</th>
<th>U</th>
<th>Comments</th>
</tr>
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<tbody>
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</table>

- Are indoor and outdoor walking surfaces free of trip and fall hazards (e.g., uneven sidewalks, unprotected walkways, loose/missing tiles, wires, etc.)?
- Are the routes to exits relatively straight and clear of obstructions (e.g., blocked, chained, obstructed)?
- Are all emergency exits properly identified and secured, and there are at least two exits per floor?
- Are illuminated exit and exit directional signs visible from all aisles?
- Are all kitchen equipment and bathroom fixtures in working order?
- Is there an emergency evacuation plan posted and an identified meeting place?
- Are there guidelines for directing occupants to an identified assembly area away from the building once they reach the ground floor?
- Are there any site-specific hazards (e.g., hazardous chemicals and machinery)? If so, describe them.
- Is the facility neat, clean, and orderly?
- Are the following utility systems in good working order: electricity, water, sewage system, HVAC?
- Are fire extinguishers and smoke detectors present, inspected and properly serviced with current inspection tags?
- If power fails, is automatic emergency lighting available for exit routes, stairs, and restrooms?
- Is there a back-up power source?
- Are first aid kits readily available and fully stocked? Where are they located?
- Will occupants of the building be notified that an emergency evacuation is necessary by a public address system or alarm?
- Are floors and walls free of damage?
- Is the parking area free of damage?
- Are there accessible parking spaces?
- Is there at least one entrance to the building accessible for people with mobility issues with signage identifying the location of the accessible entrance?
- Is there at least one accessible restroom?
- Are there routes without steps available to access service delivery areas, restrooms, and showers? Can service be provided in an area that can be accessed by routes without steps?

Any damage or additional comments (attach additional pages if more room is needed):

<table>
<thead>
<tr>
<th>Date of Facility Opening Inspection:</th>
<th>Start Date for American Red Cross Use of Facility:</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Red Cross</td>
<td></td>
</tr>
<tr>
<td>Printed Name &amp; Title</td>
<td>Signature</td>
</tr>
<tr>
<td></td>
<td>Date</td>
</tr>
<tr>
<td>Facility Resp/Operator</td>
<td></td>
</tr>
<tr>
<td>Printed Name &amp; Title</td>
<td>Signature</td>
</tr>
<tr>
<td></td>
<td>Date</td>
</tr>
</tbody>
</table>

DCS DMWT JT Facility/Shelter Opening and Closing Inspection Form V.2.0 2017.06.29
Owner: Disaster Cycle Services
Author: Deploy Materials, Workers and Technology Process
## Facility/Shelter Opening and Closing Inspection Form

**Disaster Cycle Services Job Tools**

**Deploy Materials, Workers & Technology**

### Name of Facility

### Address

### Name of Facility Representative

### Phone #

<table>
<thead>
<tr>
<th><strong>Closing Inspection</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Note specific areas needing correction due to Red Cross use of the facility and those responsible for making the corrections below. Take pictures of all listed damages and attach them to this document.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Facility Closing inspection:</th>
<th>End date of American Red Cross use of Facility:</th>
</tr>
</thead>
</table>

The Facility is being returned to the Owner in satisfactory condition less any damages noted above.

<table>
<thead>
<tr>
<th>American Red Cross</th>
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<tbody>
<tr>
<td>Printed Name &amp; Title</td>
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<table>
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<tr>
<th>Facility Rep/Operator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed Name &amp; Title</td>
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</table>
ATTACHMENT 4– Shelter INVENTORY FORM

Shelter Inventory Form Instructions

The Shelter Inventory Form is completed when the shelter is opening and closing, as well as other times established by the shelter manager. This job tool should be used in conjunction with the following doctrine:

- Sheltering Standards and Procedures
- Job Tool: Operating a Shelter

Follow the steps below to complete this form:

1. Enter the date the inventory is being completed.
2. Consult with the shelter manager if necessary to identify the “DR Number” and the “Shelter Name/Location.”
3. Indicate if this Shelter Inventory form is for Red Cross property, facility property or other-owned property. Use a separate form for each type of property.
4. Indicate if this Shelter Inventory form is the opening, operating, or closing inventory. Refer to the Job Tool: Operating a Shelter for more guidance on when to complete the Shelter Inventory Form.
5. Indicate which shelter area was inventoried. Check all that apply.
6. Conduct the inventory, and complete the table as follows:
   a. Enter the item name that is being inventoried or a consistent detailed description of the item.
   b. Enter the total quantity of the item. If you list this by unit, case, or package indicate the quantity of individual items per unit, case, or package.
   c. Only on the forms for closing inventory, indicate where each item was sent upon closing (e.g., returned to facility representative or other location, donated to partner agency, disposed of).
7. Enter the page number and total number of pages at the bottom of each page. Use as many pages as needed.
# Shelter Inventory

Date: ___________________  Incident/DR#: ___________________  Shelter Name/Location: ___________________

<table>
<thead>
<tr>
<th>Property Owner</th>
<th>Inventory Period</th>
<th>Area(s) Inventoried</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Cross</td>
<td>Opening</td>
<td>All</td>
</tr>
<tr>
<td>Facility</td>
<td>Operating</td>
<td>Dormitory</td>
</tr>
<tr>
<td>Other</td>
<td>Closing</td>
<td>Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item Name</th>
<th>Quantity</th>
<th>Disposition at Closing</th>
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<tbody>
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Page ___ of ___

DCS JT RES Shelter Inventory Form V.1.0 2016.07.18
Shelter Set Up Checklist

Complete all preparation and planning to provide service delivery at the shelter. This includes ensuring the shelter set-up is complete, supplies are received and ready to use, and staff is oriented, trained, and assigned to roles.

- Verify that staff, material resources, and support services are established.
- Address all tasks outlined in the shelter plan.
- Work with your supervisor to synchronize activities with partners, vendors, and service providers.

**Set up areas for providing services that are accessible to all clients.**
- The following core services are provided in every shelter, regardless of size or duration:
  - Reception
  - Dormitory registration
  - Dormitory
  - Information area
  - Feeding
  - Disaster health services
  - Disaster mental health services
  - Reunification
  - Distribution of emergency supplies
- The following situational services are services set up based on the needs of clients:
  - Casework and recovery planning
  - Direct client assistance
  - Child respite care
  - Laundry
  - Recreation
  - Quiet area
  - Breastfeeding and diapering area
  - Facilitating access to services provided by partner agencies

Note: Exact services provided in the shelter depend, in part, on the scale and needs of the affected individuals and community.

**Post Shelter signage, ensuring that all signs are accessible to everyone** including language, symbols, font size, and location:
- Outside: include accessible signage to identify the facility as a shelter and direct clients to the accessible entrance. Post a sign stating that service animals are welcome.
- Inside: include accessible signage that identifies all exits, restrooms, and areas where services are being provided.

- Set up areas for staff and support services:
  - Set up office and work space for the shelter manager, supervisors, administrative support, and in larger shelters, areas for workers doing staffing and logistics functions.
  - Set up areas to receive and store material resources delivered to the shelter.
  - Set up staff respite area.
- Communicate that shelter is ready for "Open" status.
- Inform your supervisor, all shelter workers, and facility management that the shelter is ready to be opened. Your supervisor will notify operational leadership, clients, partners, and stakeholders.
ATTACHMENT 6 – DORMITORY REGISTRATION FORM

Shelter Dormitory Registration Form

Shelter Dormitory Registration Form Instructions

Use the Shelter Dormitory Registration Form to collect information about clients who are staying in the shelter dormitory. Complete the Shelter Dormitory Registration Form as completely as possible during initial registration. Registration forms are stored securely in the registration area during a shelter operation. Information from this form is not released to anyone but the client without the client’s permission, except under exceptional circumstances. When the shelter is closing, give all copies of the Shelter Dormitory Registration Form to the shelter manager for proper disposition according to current record retention policies.

This job tool should be used in conjunction with the following doctrine:

- Sheltering Standards and Procedures
- Job Tool: Operating a Shelter

Complete this form following the steps below:

1. Enter the first date the form was used.
2. Consult with the shelter manager to identify the “DR Number” and the “Shelter Name/Location.”
3. Make the following OBSERVATIONS:
   a. Does the client or a family member appear to be in need of immediate medical attention, too overwhelmed or agitated to complete registration, or a threat to themselves or others?
      - If YES, STOP the registration process and do one of the following:
        ▪ If situation is critical, call 9-1-1, and notify health services and the shelter manager.
        ▪ Contact health services and/or mental health worker on site.
        ▪ If no health or mental health resource on site, direct concern to shelter manager.
      - If NO, continue the registration process.
   b. Does the client have a service animal, use a wheelchair/walker, or demonstrate any other circumstance where it appears they may need help in the shelter?
      - If YES, acknowledge their need and offer assistance. This may include contacting a health services worker. Contact shelter manager for additional support, when needed.
4. Ask the following QUESTIONS:
   a. Is there anything you or a member of your family needs right now to stay healthy while in the shelter? If not, is there anything you know you will need in the next 6-8 hours?
   b. Do you/family member have a health, mental health, disability, or other condition about which you are concerned?
      - If YES to either question, continue registration process, and do the following:
        ▪ Identify what assistance the client needs. Acknowledge their need, and offer assistance.
        ▪ If their need is medical or mental health, or you need help providing assistance to the client:
          ▪ Contact health or mental health services worker on site;
          ▪ If no health or mental health workers on site, contact shelter manager for follow-up;
          ▪ If the shelter manager is not available, or if the shelter manager instructs you to, list clients who have a “yes” response on the Shelter Referral Log;
          ▪ Give the Shelter Referral Log to workers from Disaster Health Services, Disaster Mental Health, or Disaster Spiritual Care or to the shelter manager when they arrive.

DCS JT RES Shelter Dormitory Registration Form V.1.0 2016.07.18
Owner: Disaster Cycle Services
Author: Respond / Sheltering
5. Complete the *Household Information* section:
   a. List the last name of the family’s head of household or the last name provided by the head of household that will be used to identify the family.
   b. Enter the number of individuals in each age group being registered as part of this family. If additional family members arrive later, add them to the same registration form.
   c. Enter the family’s pre-disaster address.
   d. If the family is moving to a different city after the disaster, list post-disaster address (if known).
   e. Enter the primary contact phone number for the family.
   f. Enter an alternate contact phone number for the family.
   g. Enter the primary email address to contact the family.
   h. List the primary language spoken by the family.
   - If the primary language spoken by the family is not English, list any family members registered in the shelter who do speak English. Family members who speak English may be able to translate for non-English speaking family members.
   i. Enter the method of transportation used to get to the shelter. Examples: public transportation, private vehicle, walked, dropped off. This information is useful in planning if clients will need transportation to appointments, planning for transportation when the shelter shuts down, and security patrols in the parking lot.
   - If the client is parking a personal vehicle in the shelter parking lot, enter the license plate number and state. This is helpful when security is patrolling the lot for safety.

6. Complete the *Individual Family Members* section:
   a. If there are more than 6 family members, list additional family members on the back of the registration form or on an additional sheet of paper attached to this form.
   b. Enter the family member’s name.
   c. Enter the family member’s age.
   - This is helpful for demographic reporting and for planning age-appropriate services and activities within the shelter.
   d. Enter the family member’s gender: “M” for male or “F” for female.
   - This is helpful when demographic reporting is required and for planning gender-appropriate services and activities within the shelter.
   e. Enter the date that the family member arrived at the shelter for the first time.
   f. If the shelter is using cot numbers, enter the cot assigned to the member once assignments are made.
   - This is often done after initial registration. If cot numbers are not assigned, this field is left blank.
   g. Enter whether or not the family member wants to help in the shelter: “Y” for yes or “N” for no.
   - Assist clients that volunteering to work in the shelter is not a requirement. If they do want to volunteer, connect them with the shelter manager, staff services, or the person assigned to event-based volunteers within the shelter.
   h. Enter the date that the family member leaves the shelter for the last time.
   - If this client is leaving temporarily, use a temporary marking system to indicate that they are not at the shelter.
   i. Enter any notes requested by the operation regarding client departure. This often includes the address where the client is going to be staying and/or other post-disaster contact information.

7. Have the client initial yes or no to each statement:
   - Someone in the household is required by law to register with a state or local government agency.
   - Clients may ask what this question means. If they do not know what it means, it is likely that they do not have to register.
   - If they answer “yes,” discreetly contact the shelter manager. The shelter manager talks to the client privately to understand the nature of the registration requirement and follows steps outlined in the *Job Tool: Operating a Shelter* to ensure safe and equitable shelter services for all Red Cross clients.
If they answer “no,” but continue to ask about what this question means, explain briefly and without elaboration that there are a number of reasons why an individual might need to register with a government agency, and for the safety and dignity of all clients, the shelter manager handles those situations confidentially.

- Someone in the household is a veteran or active military.
  - If they answer yes, refer them to available veteran and military resources.

I agree to have my information shared with other agencies providing disaster relief services.
  - For example, another non-government agency may have disaster relief assistance that would benefit the client, or FEMA may be providing individual assistance in a large disaster.

8. Have the client sign to acknowledge that the family has read the Shelter Client Welcome Handout or had it read to them.

9. Print your name or sign legibly in case there is a need to follow up with any questions.
Shelter Dormitory Registration

Date: __________________________ Incident/DR#: __________________________ Shelter Name/Location: __________________________

Observations:
1. Does the client or a family member appear to be in need of immediate medical attention, appear too overwhelmed or agitated to complete registration, or a threat to themselves or others?
2. Does the client have a service animal, use a wheelchair/walker, or demonstrate any other circumstance where it appears they may need help in the shelter?

Questions:
1. Is there anything you or a member of your family needs right now to stay healthy while in the shelter? If not, is there anything you know you will need in the next 6-8 hours?
2. Do you/family member have a health, mental health, disability, or other condition about which you are concerned?

HOUSEHOLD INFORMATION

Family Name (Last Name): __________________________ # Family members registered: __________________________

Pre-disaster Address: __________________________ Post-disaster Address (if different): __________________________

Primary Phone: __________________________ Other Phone: __________________________ Email: __________________________

Primary Language: __________________________ If Not English, Family Member Present Who Speaks English: __________________________

Method of Transportation: __________________________

INDIVIDUAL FAMILY MEMBER INFORMATION (for additional names, use back of page)

<table>
<thead>
<tr>
<th>Name (Last, First)</th>
<th>Age</th>
<th>Gender (M/F)</th>
<th>Arrival Date</th>
<th>Rm./ Cot. (y/n)</th>
<th>Volunteer? (y/n)</th>
<th>Departure Date</th>
<th>Departure Notes</th>
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Yes ___ No ___ Someone in the household is required by law to register with a state or local government agency.

Yes ___ No ___ Someone in the household is a veteran or active military.

Yes ___ No ___ I agree to have my information shared with other agencies providing disaster relief services.

By signing here, I acknowledge that the information on this form is accurate, I have initialed the three statements above, and I have read/been read and understand the Shelter Client Welcome Handout:

Signature: __________________________ Date: __________________________

Shelter Worker Name/Signature: __________________________ __________________________

DCS JT RES Shelter Dormitory Registration Form V.1.0 2016.07.18

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ATTACHMENT 7– Shelter Shift Inspection

Shelter Shift Inspection Form Instructions

The Shelter Shift Inspection Form is completed at the end of every shift, as well as other times established by the shelter manager. This job tool is used in conjunction with the following doctrine:

- Sheltering Standards and Procedures
- Job Tool: Operating a Shelter

Follow the steps below to complete this form:

1. Enter the date the inventory is being completed.
2. Consult with the shelter manager if necessary to identify the “DR Number” and the “Shelter Name/Location.”
3. Indicate for which shift the inspection is being conducted.
4. Enter the time the inspection was conducted.
5. Enter the name of the shift supervisor. During the day shift, this is often the shelter manager.
6. Enter the name of the worker conducting the inspection.
7. Indicate Yes, No, or not applicable (N/A) for each question on the form. N/A only applies if the item in question does not exist. For example, if there are no restricted areas requiring limited access, indicate N/A to the question, “Are controls in place for restricted areas requiring limited access?”
8. For any item marked “No,” list the resolution to the issue in the Resolution of Issues Identified Above section.
9. Note any identified issues in the shelter log.
## Shelter Shift Inspection

<table>
<thead>
<tr>
<th>Date:</th>
<th>Incident/DR#:</th>
<th>Shelter Name/Location:</th>
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</table>

<table>
<thead>
<tr>
<th>Shift:</th>
<th>Day</th>
<th>2nd</th>
<th>Night</th>
<th>Inspection Time:</th>
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<table>
<thead>
<tr>
<th>Shift Supervisor:</th>
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<table>
<thead>
<tr>
<th>Inspector:</th>
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</table>

### General Condition
- ☐ Yes ☐ No: Are all areas free of excessive wear and tear?

### Entrances, Exits, and Access to Shelter
- ☐ Yes ☐ No: Are all entrances and exits visible and unobstructed?
- ☐ Yes ☐ No: Are all entrances and exits marked with a visible sign that is properly illuminated?
- ☐ Yes ☐ No: Are accessible entrances clearly marked?
- ☐ Yes ☐ No ☐ N/A: Are controls in place for any restricted areas requiring limited access?

### Exterior of Shelter
- ☐ Yes ☐ No: Are all walkways clear of trip or fall hazards?
- ☐ Yes ☐ No ☐ N/A: In inclement weather, are all walkways clear of snow and ice?
- ☐ Yes ☐ No ☐ N/A: Are all accessible ramps and handrails maintained?
- ☐ Yes ☐ No: Are there appropriate containers for disposal of cigarettes and trash?
- ☐ Yes ☐ No: Is there an appropriate area for service and assistance animals to relieve themselves?

### Interior of Shelter
- ☐ Yes ☐ No: Are the routes between service delivery areas and restrooms at least 36" wide, free of protruding objects, and accessible to all clients and workers?
- ☐ Yes ☐ No: Are all areas and floors clean, dry, sanitary, and free of hazards?
- ☐ Yes ☐ No: Is floor protection adequately secured to avoid slips, trips, and falls?
- ☐ Yes ☐ No: Are all service delivery areas sanitized and clean of debris?
- ☐ Yes ☐ No: Is signage for designated areas legible and large enough for all clients and workers to see?
- ☐ Yes ☐ No: Does signage reflect all languages spoken by the shelter resident population?
- ☐ Yes ☐ No: Are restrooms clean, orderly and free of standing water, trip and fall hazards, and chemicals?
- ☐ Yes ☐ No ☐ N/A: Are diaper-changing areas sanitized with available hand wipes?
- ☐ Yes ☐ No: Is there an adequate power supply for clients with durable medical equipment and portable electronic device charging stations?
- ☐ Yes ☐ No: Are electrical cables and outlets routed and covered safely?
- ☐ Yes ☐ No: Are doors and windows secured?
- ☐ Yes ☐ No: Are reception workers appropriately controlling access to the shelter and securing the shelter entrance?
- ☐ Yes ☐ No: Are dormitory registration workers appropriately controlling access to the dormitory and securing the dormitory entrance?

### Resolution of Issues Identified Above

<table>
<thead>
<tr>
<th>Resolution of Issues Identified Above</th>
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### NOTE ANY ISSUES ON THE SHELTER LOG

DCS JT RES Shelter Shift Inspection Form V.1.0.2016.07.18
Shelter Client Sign-in Form

Shelter Client Sign-in Form Instructions

Shelter clients sign in at the reception table when they enter the shelter and sign out when they exit. This form is stored in a secured location when not in use. This job tool should be used in conjunction with the following doctrine:

- Sheltering Standards and Procedures
- Job Tool: Operating a Shelter

Follow the steps below when using this form:

1. Enter the first date the form was used.
2. Consult with the shelter manager, if necessary, to identify the “DR Number” and the “Shelter Name/Location.”
3. Instruct shelter clients to complete the columns as follows:
   a. Enter the date of sign-in.
   b. Enter the shelter client’s name.
   c. Enter the time the shelter client entered.
   d. If the shelter client is entering and exiting the shelter multiple times throughout the same day, use the returning box. Otherwise, check “new.”
   e. Enter the time the shelter client exited the shelter.
   f. Indicate if this is a temporary exit, meaning the shelter client intends to return to the shelter, or a final exit from the shelter.
   g. Enter current contact information where the shelter client can be reached (e.g. cell phone number).
   h. Enter any notes that need to be documented.
4. Enter the page number and total number of pages at the bottom of each page. Use as many pages as needed.
ATTACHMENT 9– DAILY SHELTER REPORT FORM

Daily Shelter Report
Disaster Cycle Services Job Tools
DCS JT-F Respond/Sheltering

Daily Shelter Report Instructions

This report is designed to collect and relay information to the Sheltering lead at the district or operation headquarters. The information is used for planning and reporting at the district or operation headquarters, as well as at the shelter. It is typically due in the early afternoon, covering all information gathered since the last report. Ask the Sheltering lead when it is due for this operation.

This is NOT the tool for reporting issues and concerns or for requesting staff, supplies, or support. Report issues and concerns directly to the sheltering lead by calling, texting, or emailing as agreed upon for this operation, and enter them into the appropriate shelter log. Request staff and supplies as directed in the Job Tool: Operating a Shelter.

Submit this form daily to the sheltering lead at the time requested for this operation. Retain a copy on file at the shelter.

This job tool is used in conjunction with the following doctrine:

- Sheltering Standards and Procedures
- Job Tool: Sheltering Lead
- Job Tool: Operating a Shelter

Use this form following the steps below:

1. General Information:
   a. Enter the date when the form is being completed.
   b. Consult with the sheltering lead to identify the “DR Number” and the “Shelter Name/County.”

2. Shelter Information:
   a. Enter the shelter address.
   b. Enter the phone number used to contact the shelter manager or his/her designee during the operation, most likely the cell phone assigned to the shelter for the operation.

3. Shelter Staff:
   a. Enter the name and phone number of the individuals in each of the listed positions.
   b. Enter the total number of Sheltering workers, including those listed in the “Shelter Staff” section of this form. Example: if the shelter manager and night shift supervisor are listed by name, and there is also one daytime shelter worker and two nighttime shelter workers, the total count would be five (5).

4. Other Functions or Activities Staff:
   a. Enter the number of staff members working in the shelter assigned to other functions or activities.

DCS JT RES Daily Shelter Report V.1.0 2016.07.18
Owner: Disaster Cycle Services
Author: Respond / Sheltering
b. Enter a number for Feeding staff only if the workers in the feeding areas are assigned to the Feeding function. For example, if a Sheltering worker is in charge of the feeding area, they would be counted as a Sheltering worker. If a Feeding worker is assigned to lead the feeding area in the shelter, they would be counted as a Feeding worker.

c. If “other” staff are working in the shelter, make a note in the “Notes” section of what work they were assigned to do in the shelter.

5. Shelter Population:
   a. Enter the number of individuals reported in the previous night’s shelter count, broken down by age group. See Sheltering Standards and Procedures for more information.
   b. Enter the number of individuals in the shelter mid-day on the day of the report, broken down by age group. See Sheltering Standards and Procedures for more information.
   c. Enter the total number of new registrations since the last report. This does not include clients who registered on previous nights and are returning.

6. Operational Reporting:
   For each item, enter:
   - The number used today (since the last report);
   - The quantity available for immediate use in the shelter tomorrow;
   - The total quantity needed for use in the shelter tomorrow (whether or not it is currently available in the shelter).
   a. Snacks and drinks are counted as individual items. Example: a piece of fruit, a granola bar, a bottle of water, and a soda are each counted, for a total of four (4) items.
   b. Examples of “Other Bulk Items:” gloves, rakes, shovels, and full cases of water that are received at the shelter for distribution to clients.

7. Notes: enter high-level notes. Notes in this field do not replace notifications to the Sheltering lead.

8. Final Instructions:
   a. Enter the name of the individual preparing the report.
   b. Sign the report.
   c. Submit the report as instructed by the sheltering lead and according to the Job Tool: Operating a Shelter.
Daily Shelter Report

Date: ___________  Incident/DR#: ___________  Shelter Name/County: ___________

Shelter Information

<table>
<thead>
<tr>
<th>Shelter Address:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter Phone Number:</td>
<td></td>
</tr>
</tbody>
</table>

Sheltering Staff

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Day Shift Supervisor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2nd Shift Supervisor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Night Shift Supervisor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Number of Sheltering Workers:</td>
<td>Day Shift:</td>
<td>2nd Shift:</td>
</tr>
</tbody>
</table>

Other Functions or Activities Staff

<table>
<thead>
<tr>
<th># Disaster Health Services:</th>
<th># Casework and Recovery Planning:</th>
</tr>
</thead>
<tbody>
<tr>
<td># Disaster Mental Health:</td>
<td># Feeding:</td>
</tr>
<tr>
<td># Disaster Spiritual Care:</td>
<td>Other:</td>
</tr>
</tbody>
</table>

Shelter Population

<table>
<thead>
<tr>
<th>Age Groups (years):</th>
<th>0-3</th>
<th>4-7</th>
<th>8-12</th>
<th>13-18</th>
<th>19-65</th>
<th>65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nighttime Population Submitted Last Night:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daytime Population Today:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total NEW Shelter Dormitory Registrations Since Last Report:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Operational Reporting

<table>
<thead>
<tr>
<th>Breakfast</th>
<th>Lunch</th>
<th>Dinner</th>
<th>Snacks/Drinks</th>
<th>Cots</th>
<th>Blankets</th>
<th>Comfort Kits</th>
<th>Clean-up Kits</th>
<th>Other Bulk Items</th>
<th>Signage Kits</th>
</tr>
</thead>
<tbody>
<tr>
<td># Used Today</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># Available to Use Tomorrow</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># Needed Tomorrow</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Notes

Preparer Name: ___________  Preparer Signature: ___________

DCS JT RES Daily Shelter Report V.1.0 2016.07.18
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ATTACHMENT 10– UNACCOMPANIED MINOR REPORT FORM

Unaccompanied Minor and Separated Child Report Form
Disaster Cycle Services Job Tools
DCS JT-F Respond/Sheltering

Unaccompanied Minor and Separated Child Report Form Instructions

The shelter worker completes the Unaccompanied Minor and Separated Child Report Form as completely as possible after an unaccompanied minor or separated child is found at a shelter. This job tool should be used in conjunction with the following doctrine:

- Sheltering Standards and Procedures
- Safe and Well Linking Handbook

Complete this form following the guidance below:

- (*) – Boxes that include an asterisk are required, as they align with the required fields for the National Center for Missing and Exploited Children (NCMEC).
- If time does not allow the completion of all fields, focus on completing the required fields, and return to the form when able.
- Information entered onto the form should be factual and clearly communicated. Opinions and judgments should not be included in the narrative.
- This form should be sent (email or paper copy) to the division disaster executive at the applicable division and to the national headquarters reunification liaison for record-keeping, in case there is a request for follow-up.

Administrative:
- Date/time - Enter the first date the form was used.
- Incident/DR# - Consult with the shelter manager, if unknown.
- Shelter name and phone number – Enter the name of the shelter where the form was used. Consult with the shelter manager, if unknown.

Type:
- Unaccompanied minor - An unaccompanied minor is an un-emancipated child younger than 18 who has been separated from both parents, legal guardians, other relatives, schools, and child care providers and are not being cared for by an adult who, by law or custom, is responsible for doing so.
- Separated child - A separated child is a child who is separated from both parents or from his or her previous legal guardian or customary primary caregiver, but not necessarily from other family members.

Clarifying Definitions:
- Emancipated minor - An emancipated minor is a minor who is legally entitled to be treated as an adult through a court order, marriage, military service, or being a parent. (NOTE: Laws vary by state on this definition).
- Family member - A family member is a person related to another person by blood, adoption, or marriage.
- Legal guardian - A legal guardian is an adult with the legal right to physical custody of a minor, as bestowed by court order or state law.
- Parent - A parent refers to the birth parent or adoptive parent of a minor.
Minor's information:
- **Name** - Enter the minor's name.
- **Date of birth** – If unknown, enter an approximate age. This information will be helpful if multiple minors have the same name.
- **Gender** – Enter the minor’s gender.
- **Phone number/email address** – Enter the minor’s phone number and email address.
- **Is the minor non-verbal or unable to self-identify?** – If the minor is of non-speaking age, speaks a different language, or chooses not to speak, enter “Yes.”
- **Home address** – Enter the minor’s home address.
- **Primary language spoken/secondary language** – This information will help to ensure that those working with the minor are aware that an interpreter might be needed.
- **Location where the minor was found or separated from parent/guardian** – If an exact location is not known, provide as many descriptive details as possible. If the minor is unable to articulate a location, ask guiding questions to probe for additional details.
- **Date/time when the minor was found or separated from parent/guardian** – If an exact time is not known, provide as many descriptive details as possible. If the minor is unable to articulate a time, ask guiding questions to probe for additional details.

Minor's physical description:
- Enter as much detail as possible.

Red Cross workers responsible for supervising the minor (unaccompanied minors ONLY):
- Enter the name and contact information of those who have agreed to supervise the minor. The act of entering this information will serve as a record and ensure that the shelter manager is aware of the staff allocation.

Presumed parent/guardian information:
- Enter the name and contact information for the presumed parent/guardian provided by the minor. This information is taken as presumed, since law enforcement must verify a custodial relationship.

Law enforcement:
- **Has law enforcement been notified?** – Check “yes” or “no.” Law enforcement must be contacted. If the form is marked as “no,” ensure that the shelter manager is aware of this pending task, so this can be completed as soon as possible.
- **Date/time law enforcement was notified** – This information will be important for understanding previous actions and the case timeline.
- **Law enforcement contact information** – During the discussion with law enforcement, a contact should be provided for who will investigate the case.
- **Name/phone number of Red Cross worker that contacted law enforcement** – This information is important in case the shelter worker or shelter manager would like to follow-up with the caller. Depending on the timeline of the case, the caller could have already been out-processed.
- **Notes** – Provide any information from engagement with law enforcement (e.g. local procedures for unaccompanied minors or separated children, topics of follow-up discussions, follow-up tasks, etc.). Use an additional piece of paper for notes that do not fit on the form, and staple together.
National Center for Missing and Exploited Children (NCMEC)

- **Has the unaccompanied minor been registered on the Unaccompanied Minor’s Registry?**
  - Check “Yes” or “No.” Registry on NCMEC’s UMR is required.
  - Registry may occur through one of the following methods:
    o Cell phone, tablet, or computer - [http://umr.missingkids.org](http://umr.missingkids.org)
    o If encountering trouble on cell phone, tablet, or laptop, please call NCMEC Call Center - 1-800-THE-LOST
  - If the form is marked as “no,” ensure that the shelter manager is aware of this pending task so this can be completed as soon as possible.

- **Has the separated child been reported to NCMEC?**
  - Call NCMEC Call Center - 1-800-THE-LOST

- **Date/time of NCMEC contact** — This information will be important for understanding previous actions and timeline that have occurred.

- **NCMEC contact information** — If registry occurred over the phone and NCMEC call center provides a contact phone number, list it in this box.

- **Name/phone number of Red Cross Worker that contacted NCMEC** — This information is important in case the shelter worker or shelter manager would like to follow-up with the caller. Depending on the timeline of the case, the caller could have already been out-processed.

- **Notes** — Provide any information from engagement with NCMEC (e.g. local procedures for unaccompanied minors or separated children, topics of follow-up discussions, follow-up tasks, etc.). Use an additional piece of paper for notes that do not fit on the form, and staple it to the form.

Transfer/reunification plan:

- **Name/agency and phone number to transfer/reunify minor to** — This information requires the approval of law enforcement.

- **Anticipated date/time of transfer/reunification** — This date could be subject to change but is important for planning purposes.

- **Actual date/time of transfer/reunification** — This will serve as a record for the case.

- **Name of law enforcement officer that approved plan** — A law enforcement officer is required to approve the plan. This approval process ensures that the minor is being transferred/reunited with the appropriate party. If any future questions arise regarding the transfer/reunification, this contact information is critical for the record.

- **Notes** — Enter any notes regarding the transfer/reunification process on a separate piece of paper and stable to the report. Examples: delays, issues, why the transfer occurred, mode of transportation, location of transfer, follow-up action, etc.
### Unaccompanied Minor and Separated Child Report Form

**Date/time:**  
**Incident/DR#:**  
*Shelter Name:*  
*Shelter phone number:*  

#### Type of Child

- [ ] Unaccompanied Minor  
- [ ] Separated Child

#### Minor’s Information

<table>
<thead>
<tr>
<th><em>Name (Last, First, Nickname):</em></th>
<th><em>Date of birth (or approximate)</em></th>
<th><em>Gender:</em></th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Home number:</em></td>
<td><em>Email address:</em></td>
<td><em>Is the minor non-verbal/unable to self-identify?</em></td>
</tr>
<tr>
<td><em>Cell number:</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>Home address:</em></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><em>Primary language spoken:</em></th>
<th><em>Location where minor was found or separated from parent/guardian:</em></th>
<th><em>Date/time minor was found or separated from parent/guardian:</em></th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Secondary language:</em></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Minor’s Physical Description

<table>
<thead>
<tr>
<th><em>Clothing:</em></th>
<th><em>Hair color:</em></th>
<th><em>Eye color:</em></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><em>Weight:</em></th>
<th><em>Height:</em></th>
<th><em>Build:</em></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><em>Race:</em></th>
<th><em>Complexion:</em></th>
<th><em>Hair style:</em></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Distinguishing marks (moles, scars, tattoos):</th>
<th><em>Items carried:</em></th>
<th><em>Eye glasses?</em></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Red Cross Workers Responsible for Supervising the Minor (Unaccompanied Minor ONLY)

<table>
<thead>
<tr>
<th>Red Cross disaster worker #1</th>
<th>Cell phone:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Red Cross disaster worker #2</th>
<th>Cell phone:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td></td>
</tr>
</tbody>
</table>
### Presumed Parent/Guardian Information

<table>
<thead>
<tr>
<th>Name #1:</th>
<th>Home phone:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cell phone:</td>
</tr>
<tr>
<td></td>
<td>Email:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name #2:</th>
<th>Home phone:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cell phone:</td>
</tr>
<tr>
<td></td>
<td>Email:</td>
</tr>
</tbody>
</table>

### Law Enforcement

<table>
<thead>
<tr>
<th>Has local law enforcement been notified?</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Law enforcement contact information:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date/time law enforcement notified:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name of Red Cross disaster worker who contacted law enforcement:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Cell phone number:</th>
</tr>
</thead>
</table>

### National Center for Missing and Exploited Children (NCMEC)

<table>
<thead>
<tr>
<th>Has the unaccompanied minor been registered on NCMEC's UMR?:</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Has the separated child been reported to NCMEC?:</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date/time of NCMEC contact:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name of Red Cross disaster worker who contacted NCMEC:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Cell phone number:</th>
</tr>
</thead>
</table>

### Transfer/Reunification Plan

<table>
<thead>
<tr>
<th>Name/agency to transfer/reunify minor to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone number:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Anticipated date/time of transfer/reunification:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Actual date/time of transfer/reunification:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name of law enforcement officer that approved plan:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Badge number:</td>
</tr>
</tbody>
</table>
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ATTACHMENT 11– Kern OES Data Collection Form

KERN OES DATA COLLECTION FORM

After a disaster, federal government assistance to individuals for private-sector losses may become available through FEMA. This assistance is authorized only for very large scale disasters and only at the sole discretion of the U.S. President. Requests for this assistance must be submitted by the County, through the State to the Federal government. In order to submit this request, the County is required to provide specific information so decision-makers can evaluate whether the disaster impact meets federal criteria to authorize assistance.

- Completion of this form is VOLUNTARY
- Completion of this form does NOT imply or guarantee that you will receive FEMA assistance. This form is for information-gathering purposes only.
- You are NOT required to complete this form to register for shelter services, to receive assistance from the Red Cross, other volunteer agencies, charitable organizations, or local government programs.
- NO INFORMATION AT THE INDIVIDUAL LEVEL WILL BE RELEASED.

Name__________________________________________________________

Address _______________________________________________________

Is this where you usually live? Yes _____ No _____

Is the property insured? Yes _____ No _____

How many people usually live at this address? ______________________

Estimated annual household income: ______________________________

In your household living at this address, the number of:

Children __________________________ Senior Citizens __________________

Persons with disabilities __________________ U.S. Military Veterans ________
Exhibit 1 – Minimum Service Standards for a Shelter

<table>
<thead>
<tr>
<th>Minimum Services Provided in a Shelter by Time Period</th>
<th>Within 2 Hours</th>
<th>Within 4 Hours</th>
<th>Within 24 Hours</th>
<th>Within 72 Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter Manager</td>
<td>Shelter Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Two Workers</td>
<td>Two Workers</td>
<td>Two Workers</td>
<td>Full Shelter Staff</td>
<td></td>
</tr>
<tr>
<td>Reception</td>
<td>Reception</td>
<td>Reception</td>
<td>Reception</td>
<td></td>
</tr>
<tr>
<td>Security Ensured</td>
<td>Food: Snacks and Water</td>
<td>Food: Snacks, beverages, and meals</td>
<td>Food: Snacks, beverages, and meals</td>
<td></td>
</tr>
<tr>
<td>Remote Disaster Health and Disaster Mental Health Services</td>
<td>On Site Disaster Health and Disaster Mental Health Services</td>
<td>Disaster Health, Disaster Mental Health, and Disaster Spiritual Care Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information Area</td>
<td>Information Area</td>
<td>Information Area</td>
<td>Information Area</td>
<td></td>
</tr>
<tr>
<td>Reunification Services*</td>
<td>Reunification Services*</td>
<td>Reunification Services*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Connectivity</td>
<td>Connectivity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dormitory Registration</td>
<td>Dormitory Registration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dormitory</td>
<td>Dormitory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distribution of Emergency Supplies*</td>
<td>Distribution of Emergency Supplies*</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* If needed to meet clients’ needs
This page intentionally left blank
# Exhibit 2 – Shelter Amenities

<table>
<thead>
<tr>
<th>Critical Item Considerations</th>
<th>Emergency Evacuation Shelter</th>
<th>Standard/Short-term Shelter</th>
<th>Long-term Shelter</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cots</strong> – 1 per person</td>
<td><strong>Cots</strong> – 1 per person</td>
<td><strong>Cots</strong> – 1 per person</td>
<td></td>
</tr>
<tr>
<td><strong>Blankets</strong> – 1 per person</td>
<td><strong>Blankets</strong> – 2 per person</td>
<td><strong>Blankets</strong> – 2 per person</td>
<td></td>
</tr>
<tr>
<td><strong>Pillows</strong> – None</td>
<td><strong>Pillows</strong> – None</td>
<td><strong>Pillows</strong> – None</td>
<td></td>
</tr>
<tr>
<td><strong>Towels</strong> – 1 towel</td>
<td><strong>Towels</strong> – 2 towels/per person/per week</td>
<td><strong>Towels</strong> – 2 towels/per person/per week</td>
<td></td>
</tr>
<tr>
<td><strong>Comfort Kits</strong> – 1 per person</td>
<td><strong>Comfort Kits</strong> – 2 per person/per week</td>
<td><strong>Comfort Kits</strong> – 2 per person/per week</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sanitation Considerations</th>
<th>Emergency Evacuation Shelter</th>
<th>Standard/Short-term Shelter</th>
<th>Long-term Shelter</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Toilets</strong> – 1 per 40 persons</td>
<td><strong>Toilets</strong> – 1 per 40 persons</td>
<td><strong>Toilets</strong> – 1 per 20 persons</td>
<td></td>
</tr>
<tr>
<td><strong>Showers</strong> – 1 per 72 persons</td>
<td><strong>Showers</strong> – 1 per 48 persons</td>
<td><strong>Showers</strong> – 1 per 25 persons</td>
<td></td>
</tr>
<tr>
<td><strong>Hygiene Stations</strong> – 1 per 20 persons</td>
<td><strong>Hygiene Stations</strong> – 1 per 20 persons</td>
<td><strong>Hygiene Stations</strong> – 1 per 20 persons</td>
<td></td>
</tr>
<tr>
<td><strong>Trash Containers</strong> – 1x30 gal. container per 10 persons</td>
<td><strong>Trash Containers</strong> – 1x30 gal. container per 10 persons</td>
<td><strong>Trash Containers</strong> – 5 pounds of dry waste disposal capability per person per day</td>
<td></td>
</tr>
<tr>
<td><strong>Accessible Toilets and Showers</strong></td>
<td><strong>Accessible Toilets and Showers</strong></td>
<td><strong>Accessible Toilets and Showers</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Laundry</strong> – Capability to meet demands of 33% of shelter population</td>
<td><strong>Laundry</strong> – Capability to meet demands of 33% of shelter population</td>
<td><strong>Laundry</strong> – Capability to meet demands of 33% of shelter population</td>
<td></td>
</tr>
<tr>
<td><strong>Sewage</strong> – 1.5 gallons of sewage disposal capacity per person per day</td>
<td><strong>Sewage</strong> – 1.5 gallons of sewage disposal capacity per person per day</td>
<td><strong>Sewage</strong> – 1.5 gallons of sewage disposal capacity per person per day</td>
<td></td>
</tr>
<tr>
<td>Equipment Item</td>
<td>Qty</td>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------</td>
<td>-------</td>
<td>--------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>BEDDING</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADA Cots w/rolling rack</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pool Noodles (18 per pk)</td>
<td>1</td>
<td>Protective barrier for ADA cots</td>
<td></td>
</tr>
<tr>
<td>portable playpen/bassinet</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MOBILITY SUPPORT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manual Hoyer Lift w/ Lg sling</td>
<td>1</td>
<td>Transfer support</td>
<td></td>
</tr>
<tr>
<td>Hoyer lift Sling (various sizes)</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18” Wheelchair with footrest</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walker with folding seat</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adjustable cane</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Folding Blind Cane with wrist strap</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transfer Board</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Privacy curtains and curtain stand</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheelchair seat cushion 16x16x3</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grabbers</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gravel Mats</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Threshold ramps</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6’ portable ramp</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Folding bedside commode</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plastic portable urinal</td>
<td>5</td>
<td></td>
<td></td>
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<tr>
<td><strong>MEDICATION STORAGE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refrigerator with lock</td>
<td>1</td>
<td></td>
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</tr>
<tr>
<td><strong>HYGIENE:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant Diapers-Size 1 (case)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant Diapers-Size 2 (case)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant Diapers-Size 3 (case)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant Diapers-Size 4 (case)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant Diapers-Size 5 (case)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant Diapers-Size Newborn (case)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant Diaper Wipes (case)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chux: bed pads 23x36 (150 count/box)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pull up briefs, various sizes (case)</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wipes Adult 1 case/12 pk</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Barrier Cream fragrance free 1oz 48 tubes/case</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shower Bench</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shower wheelchair</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Portable shower grab bars</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Portable shower caddy for toiletry supplies</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exhibit 3 – AFN Shelter Equipment List (per Trailer)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>FEEDING</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extendable shower head</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long handled bath sponge</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Quart wash basin</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shower mats 1'9&quot;x1'9&quot;</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cavicide 24oz spray</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Disposables</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disposable bibs- child (10/pack)</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disposable infant spoons (8/pack)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bottles (12 per pk)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>disposable sippy cups (6 per pk)</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bibs - Adult (300 count/case)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Handle foam grips 3/8 inch (6 per pk)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drinking straws (100 count/box)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mini Food processor Softened dietary needs</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>COMMUNICATIONS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rubbermaid Audio Guard</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rubbermaid Safety cone</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication board</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UbiDuo 2 Wireless/ Carry Bag/ Power cord</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laptop computer &amp; Printer(for remote ASL/non-English)</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>VISUAL SUPPORT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Magnifiers. 2&quot;x4&quot;</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Magnifiers 5 x 7</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scrolling LED sign</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SENSORY SUPPORT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>disposable earplugs - corded (200ct/box) &amp; uncorded (100 ct/box)</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Over the ear Headphones</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>POWER</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charger for GEL battery</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charger for AGM battery</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extension Cords</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SERVICE ANIMALS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blankets - bedding for service animals 10yd per pk</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flea collar (6 count/box)</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indoor pet relieving station</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Exhibit 3 – AFN Shelter Equipment List (per Trailer)

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pet potty pads (35.5 x 23.5 in) 50ct</td>
<td>1</td>
</tr>
<tr>
<td>animal waste bags 50 rolls</td>
<td>1</td>
</tr>
</tbody>
</table>

Notes:

1. UbiDuo and computer laptops/printers are NOT stored in the trailer due to potential damage. Equipment is staged with Kern DHS Sheltering staff for deployment.

2. Contact Animal Services for food and water bowels for Service Animals
This page intentionally left blank
Exhibit 4 - Shelter Rules

- No Drugs
- No Weapons
- No Pets – Only Service Animals allowed inside the shelter
- No Smoking inside the shelter – Smoking only allowed in designated area
- Children must be supervised at ALL TIMES – Parents are responsible the actions of their children.
- Personal belongings – Shelter staff cannot assume responsibility for belongings. Lock valuables in your car, out of sight, or keep valuables with you.
- Sleeping areas are quite areas at all times of the day and night. Quiet hours with lights out are enforced in the sleeping area between the posted hours.
- Residents leaving the shelter for any period of time must sign out and sign in at the registration area.
- Keep your areas clean. Help clean up of other areas when possible.
- Food and drinks, other than water, are not allowed in the sleeping area.
- Be respectful and courteous to others at all times. Loud, boisterous and disruptive behavior is not permitted.
REFERENCE DOCUMENT 1 – U.S DOJ ADA Checklist for Emergency Shelters

ADA Checklist for Emergency Shelters

NOTICE

Portions of this addendum may not fully reflect the current ADA regulations. The regulations implementing title II of the ADA were revised as recently as 2016. Revised ADA Standards for Accessible Design (2010 Standards) were issued on September 15, 2010 and went into effect on March 15, 2012.

Americans with Disabilities Act

ADA Checklist for Emergency Shelters

July 26, 2007

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Disclaimer

https://www.ada.gov/pcatoolkit/chap7/shelterchk.htm 8/22/2017
ADA Checklist for Emergency Shelters

The ADA authorizes the Department of Justice to provide technical assistance to individuals and entities that have rights or responsibilities under the Act. This document provides informal guidance to assist you in understanding the ADA and the Department’s regulation. However, this technical assistance does not constitute a legal interpretation of the statute.

ADA Checklist for Emergency Shelters

A. Evaluating the Physical Accessibility of Emergency Shelters
B. Conducting Accessibility Survey
C. Getting Started
D. Tools Needed
E. Taking Measurements
   1. Sloped Surfaces
   2. Using the Tape Measure
   3. Measuring Door Openings
F. Taking Photographs
G. Completing the Survey and Checklist
H. After Completing the Survey and Checklist

**Step One: Accessible Shelter Quick-Check Survey**

Selecting Sites to Survey for Accessibility

A. Accessible Entrance
B. Accessible Routes To All Service/Activity Areas
C. Accessibility within Toilet Rooms

**Step Two: Ada Checklist For Emergency Shelters**

Getting to the Emergency Shelter

A. Passenger Drop-Off Areas
B. Parking
   1. Typical Issue
   2. Parking Space Checklist
   3. Temporary Solutions for Emergency Sheltering - Parking
C. Sidewalks and Walkways
   1. Typical Issues for Individuals Who Use Wheelchairs, Scooters, or other Mobility Devices
      Accessible Ramp Features
      Temporary Solutions For Emergency Sheltering - Ramps
   2. Typical Issues for Individuals Who Are Blind or Have Low Vision
      Temporary Solutions For Emergency Sheltering - Protruding Object Hazards

https://www.ada.gov/pcatoolkit/chap7shelterchk.htm

8/22/2017
ADA Checklist for Emergency Shelters

D. Entering the Emergency Shelter
   Building Entrance

E. Hallways and Corridors
   1. Typical Issues for Individuals Who Use Wheelchairs, Scooters, or Other Mobility Devices
   2. Typical Issues for People Who are Blind or Have Low Vision

F. Check-In Areas

Living at the Emergency Shelter

G. Sleeping Areas
H. Restrooms and Showers
   Toilet Stalls
I. Public Telephones
J. Drinking Fountains
K. Eating Areas

Other Issues

L. Availability of Electrical Power
M. Single-User or “Family” Toilet Room
N. Health Units/Medical Care Areas
O. Accessible Portable Toilets

Accessible Emergency Shelters

One of the most important roles of state and local government is to protect people from harm, including helping people obtain food and shelter in major emergencies. When disasters occur, people are often provided safe refuge in temporary shelters located in schools, office buildings, tents, or other facilities. Advance planning for an emergency shelter typically involves ensuring that the shelter will be well stocked with basic necessities, such as food, water, and blankets. Planning should also involve ensuring that these shelters are accessible to people with disabilities. Making emergency sheltering programs accessible is generally required by the Americans with Disabilities Act of 1990 (ADA).

A. Evaluating the Physical Accessibility of Emergency Shelters

In order to be prepared for an emergency that requires sheltering, accessible features should be part of an emergency shelter. A first step to providing an accessible shelter is to identify any physical barriers that exist that will prevent access to people with disabilities. One good way to do this is to inspect each shelter facility that your community plans to use in an emergency and identify barriers to people with disabilities, including people who use wheelchairs or scooters or who have difficulty walking, people who are deaf or hard-of-hearing, and people who are blind or who have low vision. Facilities built or extensively altered

https://www.ada.gov/peatoolkit/chap7/shelterchk.htm
ADA Checklist for Emergency Shelters

since the ADA went into effect in 1992 may have few barriers to accessibility and could be good choices for emergency shelters. Facilities built before 1992 and not altered to provide accessibility may have barriers that prevent access to people with disabilities.

When evaluating physical accessibility in older facilities, it may be a good idea to do the analysis in two parts. If you suspect that an older facility is not accessible, you can do a preliminary analysis before completing a detailed accessibility survey. This preliminary analysis, or quick-check, can eliminate facilities with extensive barriers so that the focus can be on those facilities that are most appropriate to become accessible shelters. To help identify older buildings that may be good candidates to become accessible shelters, a copy of the Accessible Shelter Quick-Check Survey is provided on page 7. After completing the Quick-Check Survey, if you have checked “Yes” for most of the questions on the forms, you should conduct a full accessibility survey using the ADA Checklist for Emergency Shelters.

If you find barriers to accessibility after completing the checklist, the next step is to either remove the barriers or identify other nearby accessible facilities that can serve as a shelter. In communities with more than one emergency shelter, until all shelters are accessible, the locations of accessible shelters should be widely publicized, particularly to people with disabilities and organizations that serve the disability community.

B. Conducting Accessibility Surveys

The following Quick-Check Survey (beginning on page 7) and the ADA Checklist for Emergency Shelters (beginning on page 11) are designed to assist State and local officials and operators of emergency shelters to determine whether a facility being considered for use as an emergency shelter is accessible and if not, whether modifications are needed to remove barriers or whether relocation to another accessible facility is necessary. Filling out the Quick-Check Survey will provide guidance on whether a facility has certain basic accessible features, and filling out the detailed ADA Checklist for Emergency Shelters will provide specific information on any barriers to accessibility.

C. Getting Started

Individuals conducting the surveys need not be experienced in evaluating facilities for accessibility. The checklist provides guidance on how to complete the survey and will prompt the user to check key elements. The checklist pages also provide space for notes and other key information. The checklist is designed to prompt the user to check key features by asking questions about sizes, sloped surfaces, and availability of accessible features; and in some areas, it suggests alternatives if a physical barrier is identified. By following the directions provided for filling out the checklist, staff can identify accessible shelters and develop information needed to implement temporary and permanent accessibility modifications.

An evaluation of shelter accessibility should focus on those areas of the facility that may be used for providing shelter in an emergency. These include areas where people are dropped off by a bus, van, or car; the parking area; the entrance to the shelter; pedestrian routes (both exterior and interior); sleeping, eating, information, and recreational areas; and toilet rooms.

Before shelter accessibility is evaluated, it is useful for staff to review the instructions for filling out the checklist and become familiar with the questions. It is also helpful to practice taking measurements, photographs, and recording information. On the day of the survey, it is helpful to first become familiar with certain areas before starting to record information. Upon arrival at the proposed shelter, first find the areas where people will disembark from vehicles, both passenger drop-off and loading zones as well as parking areas. Next, find the entrance to the shelter areas that will be used during an evacuation. If possible, take an identifying “location” photograph that shows the name of the facility and the address so that other photographs can be identified correctly. When inside the building, locate the areas where people are likely to register, sleep, and eat. Locate the toilet rooms that serve the shelter area. It is also a good idea to locate any areas used for telephones, food distribution, and medical services.

D. Tools Needed

The following items are needed for the survey:

- A metal tape measure that is at least 20 feet long;
- A digital level or bubble level that is 24 inches long;
- A door pressure gauge;
- A digital (preferred) or film camera with a flash;

https://www.ada.gov/peatoolkit/chap7shelterchk.htm 8/22/2017

https://www.ada.gov/peatoolkit/chap7shelterchk.htm 8/22/2017
• One copy of the checklist for each shelter (and Quick-Check Survey if used); and
• A clipboard and pens.

If you are not familiar with taking the types of measurements needed to complete the checklist, review the following section and practice using the tools before going to conduct a survey.

E. Taking Measurements

1. Sloped Surfaces

Measuring the slope of a ramp, parking space, walkway, or other ground or floor surface is important to identify whether the surface is accessible. The amount of slope or grade is described as the proportion of a vertical rise to a horizontal length. It is usually described as:

• a ratio (e.g., 1:20, which means one unit of vertical rise for each 20 units of horizontal length); or
• a percentage (e.g., 8.33% which equates to a ratio of 1:12 or 4.76 degrees).

The easiest way to measure slope is to use a digital level. The digital display gives a reading that may be shown as a percent, degrees, or as a digital bubble. Before using a digital level, make sure to understand the directions for its use. It will need to be calibrated before each use. The maximum running slope generally allowed for ramps is 1:12 (8.33% or 4.76 degrees). Cross slope is the slope or grade of a surface perpendicular to the running slope. The most cross slope allowed on an accessible route is 1:50 (2% or 1.15 degrees).

Another way to measure slope that requires more effort is to use a 24-inch level with leveling bubble and a metal tape measure. Place the level on the sloped surface in the direction you wish to measure. Rest one end of the level at the highest point of the sloped surface and tilt the other end (see below) until the bubble is in the middle of the tube. This is the "level" position. While the level is in this position, measure the distance between the end of the level and the sloped surface below. If the distance is two inches or less, then the slope is 1:12 or less. When the distance is more than two inches, record the distance on the checklist so the exact slope can be calculated later. For measuring cross slope, if the distance, measured from the level position, is ½ inch or less then the slope is 1:48 or less.

2. Using the Tape Measure

A metal tape measure is needed to measure the length, width, height, and depth of various elements. When measuring long distances, pull the tape tight to get an accurate measurement. The checklist will offer guidance for the specific measurement that is required.

https://www.ada.gov/pcc/toolkit/chap7shelterchk.htm 8/22/2017
3. Measuring Door Openings

Special care is needed when measuring the clear opening of a doorway. To measure the clear opening of a standard hinged door, open the door to 90 degrees. Place the end of the tape measure on the side of the door frame next to the clear opening (see below). Stretch the tape across the door opening to the face of the door. This measures the clear width of the door opening through which people pass, which is less than the width of the door itself.

F. Taking Photographs

A comprehensive set of photographs makes it easier to understand existing conditions after the survey is completed. It is a good idea to take many photos of the exterior and interior of the potential shelter. It is likely that many other people in your decision-making process will need to review information about the facility you are surveying, so try to record each element that you survey with several photos. It is always useful to first take a photo that will clearly identify the location of the element so that others will easily be able to find the element. Then, take several close-up shots of that element to document the conditions you found during your survey. If you are not familiar with the camera that you plan to use, practice using it both indoors and outdoors before starting to survey the various facilities being considered for use as shelters. If you are using a digital camera, it is a good idea to review the images as you take them to ensure that you have good quality photographs.

G. Completing the Survey and Checklist

The survey and checklist forms will prompt you for what to look at and where to measure. You should write down all answers and notes for use later in the planning process. If a photo is taken of a particular element or condition, then you should note this on the checklist. It is usually more efficient for two or three people to work together doing these surveys. One person can measure while the other records the information and takes photos.

For each item, check either “Yes” or “No.” If the measurement or number falls short of that required for accessibility, write the measurement or number to the right of the question. Add notes or comments as needed. For some questions when “No” is the answer, the checklist will include a prompt to check for an alternate solution. Information on possible alternative solutions can

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be used later to decide how to better provide accessibility. Taking several photos is also helpful when the answer is “No” and an alternative way to provide accessibility is not readily apparent.

When completing the survey or checklist, try to answer every question in each section unless the element is not present at that facility. For example, if no parking lot is provided at the facility, (such as where only on-street parking is provided), do not measure the size of the on-street parking spaces.

Some sections of the checklist are divided into two parts, one for individuals with a mobility disability and the other for individuals who are blind or who have low vision. While evaluating a facility you will be checking to ensure that an accessible route is provided. The accessible route is a continuous unobstructed pedestrian path without steps or steep slopes that connects all accessible site and building features and spaces together. A continuous accessible route must be available at the shelter for people who use a wheelchair, scooter, or other mobility device. Other sections of the checklist ask questions related to individuals who are blind or have low vision. These questions cover all circulation paths, not just pedestrian paths that are also an accessible route.

The survey and the checklist are based on some of the requirements from the ADA Standards for Accessible Design (the Standards). Questions have been selected to reflect features that may be most important for the short-term stays common for emergency shelters. To learn more about the Standards, see the Department of Justice regulations, 28 C.F.R. Part 36, Appendix A. The regulations and the Standards are available at www.ada.gov. Copies are also available by calling the ADA Information Line at 800-514-0301 (voice) or 800-514-0383 (TTY).

II. After Completing the Survey and Checklist

Once you have completed the survey and filled out the checklist, you can determine which elements or spaces in a potential shelter facility are accessible and which may need modifications. If most answers are “yes,” the facility may need little or no modification. If some answers are “no,” modifications may be needed to remove barriers found in that space or element.

Emergency shelters in older buildings with inaccessible features might be made accessible with temporary modifications, (such as portable ramps at the entrance and accessible parking spaces marked off by traffic cones) until permanent modifications can be made. However, where facilities are not capable of being made accessible, another facility will need to be selected for use as a shelter.

Step One: Accessible Shelter Quick-Check Survey

Selecting Sites to Survey for Accessibility

Providing an emergency shelter that is accessible to people with disabilities involves making sure that a number of accessible features and spaces are available. To verify accessibility before deciding on a site for an emergency shelter can involve asking many questions such as those in the ADA Checklist for Emergency Shelters. For some older buildings, especially those on hilly sites and those that have not been renovated, remodeled, or altered since 1992, before completing the detailed checklist, it may be better to do a pre-test that can rule out a facility with major accessibility problems so available resources can be focused on other locations. The following questions will help evaluate whether a facility has such major accessibility barriers. After this first step, buildings that do not have major accessibility problems should be surveyed more thoroughly, using the ADA Checklist for Emergency Shelters, to find out which, if any, barriers need to be removed to provide an accessible shelter.

A. Accessible Entrance

Having a way to get into the emergency shelter on a surface that is firm, stable, slip resistant, without steps or steep slopes, and wide enough for a person using a wheelchair or other mobility aid is essential.

A1. Is there a sidewalk connecting the parking area and any drop-off area to the walkway leading to the building? [ADA Standards § 4.1.3(1)]

☐ Yes
☐ No

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A2. Is there a route without steps from the sidewalk to the main entrance?

☐ Yes

☐ No

If No, are there two or fewer steps? Yes ___ No ___ Number of Steps: ______
If No, is there another entrance without steps that is connected by a sidewalk
to the parking or drop off area? Yes ___ No ___ Location: ______

B. Accessible Routes To All Service/Activity Areas

Everyone must be able to get to each of the various areas where activities and services take place. This includes people who use mobility devices, such as wheelchairs and scooters, being able to get to locations where supplies are distributed, to eating areas, to sleeping areas, to toilet rooms, and to other activity areas without encountering stairs or steep slopes.

Check all of the various ways to get to each of the areas where sheltering activities are likely to take place (sleeping, eating).

B1. Sleeping Area (Location: ________________________ )

B1-a. Is there a route without steps from the accessible entrance to this location?

☐ Yes

☐ No

If No, are there two or fewer steps? Yes ___ No ___ Number of Steps: ______
If No, is there a ramp, lift, or elevator? Yes ___ No ___ Type of device: ______

B1-b. If an elevator or lift provides the only accessible route, is there a source of backup power to operate the device for an extended period?

☐ Yes

☐ No

B2. Eating Area (Location: ________________________ )

B2-a. Is there a route without steps from the accessible entrance to this location?

☐ Yes

☐ No

If No, are there two or less steps? Yes ___ No ___ Number of Steps: ______
If No, is there a ramp, lift, or elevator? Yes ___ No ___ Type of device: ______

B2-b. If an elevator or lift provides the only accessible route, is there a source of back up power to operate the device for an extended period?

☐ Yes

☐ No

B3. Supply Distribution Area (Location: ________________________ )

B3-a. Is there a route without steps from the accessible entrance to this location?

☐ Yes
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☐ No

If No, are there two or fewer steps? Yes ___ No ___ Number of Steps: _____

If No, is there a ramp, lift, or elevator? Yes ___ No ___ Type of device: _____

B3-b. If an elevator or lift provides the only accessible route, is there a source of backup power to operate the device for an extended period?

☐ Yes

☐ No

B4. Toilet Rooms

B4-a. Is there a route without steps from the accessible entrance to this location?

☐ Yes

☐ No

If No, are there two or fewer steps? Yes ___ No ___ Number of Steps: _____

If No, is there a ramp, lift, or elevator? Yes ___ No ___ Type of device: _____

B4-b. If an elevator or lift provides the only accessible route, is there a source of backup power to operate the device for an extended period?

☐ Yes

☐ No

C. Accessibility Within Toilet Rooms

C1-a. Is there an area within the toilet room where a person who uses a wheelchair or mobility device can turn around - either a minimum 60-inch diameter circle or a "T"-shaped turn area? [ADA Standards §§ 4.2.2.3, 4.2.3, Fig. 3]

☐ Yes

☐ No

C1-b. Is at least one stall at least 60 inches wide and 96 inches deep (wall mounted toilet) or 59 inches deep (floor mounted toilet)? [ADA Standards § 4.17.3]

☐ Yes

☐ No

Using The Information:

If most of your answers to the previous questions are Yes, then the facility has some basic accessibility features and should be surveyed using the ADA Checklist for Emergency Shelters. Whenever most of your answers are No, then these problems should be evaluated before conducting a more detailed survey, or perhaps you should consider another location to serve as an emergency shelter.

https://www.ada.gov/pec toolkit/chap7shelterchk.htm

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Step Two - ADA Checklist For Emergency Shelters

Getting to the Emergency Shelter

A. Passenger Drop-Off Areas

During an evacuation, the most efficient method of transporting people to shelters likely will include using vans and buses. Accessible buses and vans with wheelchair lifts will be needed to transport people who use wheelchairs, scooters, or other mobility aids. When they arrive at the shelter, an accessible drop-off area (also known as a passenger loading zone) is needed for people using mobility aids to get off of the bus or van and proceed to the shelter's accessible entrance.

An accessible drop-off area must have a level access aisle that is adjacent and parallel to the vehicle space. Where a curb separates the vehicle space from the access aisle or the access aisle from an accessible route, a curb ramp must be provided so people with mobility disabilities can get to the accessible route leading to the accessible entrance of the shelter.

Accessible drop-off area with an access aisle provided at the same level as the vehicle.

Notes

1. Access aisle depth is at least 5 feet.
2. Access aisle length is at least 20 feet.
3. Curb ramp connects the access aisle for the accessible drop-off area (which is at the level of the parking lot) to the accessible route to the accessible entrance of the shelter.

The access aisle may be at the parking-lot level or at sidewalk level. If the access aisle is at the parking-lot level, the curb ramp is provided between the access aisle and the sidewalk. If it is at the sidewalk level, an adjacent curb ramp is provided between the street and the sidewalk.

A1. Is a relatively level (1:50 or 2% maximum slope in all directions) access aisle provided adjacent and parallel to the side of the vehicle pull-up area? [ADA Standards § 4.6.6]

☐ Yes
☐ No

If No, look for another relatively level location that is on an accessible route to the accessible shelter entrance that could be used.

A2. Is the vehicle pull-up area relatively level (1:50 or 2% maximum slope in all directions)?

☐ Yes
☐ No

A3. Is the area for the access aisle at least 5-feet wide and 20-feet long? [ADA Standards § 4.6.6].

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A4. Is there vertical clearance of at least 114 inches (9 feet 6 inches) from the site entrance to the vehicle pull-up area, the access aisle, and along the vehicle route to the exit? [ADA Standards § 4.8.2]

☐ Yes
☐ No

A5. Is a curb ramp provided between the vehicle pull-up area and the access aisle (are above) or the access aisle and the accessible route to the accessible entrance? [ADA Standards § 4.6.6]

☐ Yes
☐ No

If No, is there another area with a curb ramp and on an accessible route that could serve as the drop-off area?

If there is no curb ramp near the drop-off area, can a temporary ramp be used to connect the drop-off area access aisle to the accessible route to the accessible shelter entrance?

A6. If a curb ramp is provided, is the running slope of the ramp surface (not counting the side flares) no more than 1:12 or 8.33%? [ADA Standards § 4.7.2]

☐ Yes
☐ No

A7. Is the width of the curb ramp surface at least 36 inches (not counting the side flares)? [ADA Standards § 4.7.3]

☐ Yes
☐ No

A8. Does an accessible route connect the curb ramp to the shelter’s accessible entrance? [ADA Standards § 4.1.2(f)]

☐ Yes
☐ No

B. Parking

I. Typical Issues

During an evacuation, some individuals with a mobility disability may arrive at the shelter in a car or van. When parking areas are provided at the shelter site, accessible parking spaces must be provided. Individuals with disabilities who arrive at the shelter in their own car or van need to be able to park in an accessible parking space close to an accessible entrance. Accessible parking spaces need an adjacent access aisle that provides space for a person with a mobility disability to exit their vehicle. The access aisle connects directly to an accessible route that leads to an accessible building entrance. In order to be usable, the access aisle must be relatively level, clear of gravel or mud, and the surface must be in good condition without wide cracks or broken pavement.

An accessible route connects the permanent access aisle of each accessible parking space with the accessible entrance to the shelter. When an accessible route crosses a curb, a curb ramp must be provided. During an emergency, as a temporary measure, if additional accessible parking spaces are needed, a portable ramp can be provided in a parking space marked off by traffic cones to provide two additional accessible parking spaces (see page 18).

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An accessible entrance to an emergency shelter with accessible parking and additional temporary accessible parking spaces

Notes:
1. Accessible route.
2. Accessible parking with van accessible parking space.
3. Accessible entrance to shelter.
4. Temporary accessible parking spaces.

2. Parking Spaces Checklist

B1. When parking areas are provided at the shelter site, count the total number of parking spaces provided in each area. Is the minimum number of accessible parking spaces provided, based on the total number of available parking spaces (see table below)? [ADA Standards § 4.1.2(5)(a)]

- [ ] Yes
- [ ] No

<table>
<thead>
<tr>
<th>Total Number of Parking Spaces in Each Parking Area</th>
<th>Required Minimum Number of Accessible Spaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 25</td>
<td>1 van-accessible space w/min. 96-inch-wide access aisle (van space)</td>
</tr>
<tr>
<td>26 - 50</td>
<td>1 space w/min. 60-inch-wide access aisle + 1 van space</td>
</tr>
<tr>
<td>51 - 75</td>
<td>2 spaces w/min. 60-inch-wide access aisle + 1 van space</td>
</tr>
<tr>
<td>76 - 100</td>
<td>3 spaces w/min. 60-inch-wide access aisle + 1 van space</td>
</tr>
<tr>
<td>101 - 150</td>
<td>4 spaces w/min. 60-inch-wide access aisle + 1 van space</td>
</tr>
</tbody>
</table>

If more than 150 parking spaces are provided in a particular lot, see section 4.1.2 of the ADA Standards for the number of accessible parking spaces required.

B2. Does each accessible parking space have its own, or share an adjacent access aisle that is at least 60 inches (5 feet) wide? [ADA Standards § 4.6.3]

- [ ] Yes
- [ ] No

https://www.ada.gov/pca/toolkit/chap7/shelterchk.htm

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B3. Is there at least one van-accessible parking space provided with an access aisle that is at least 96 inches (8 feet) wide or are universal parking spaces provided that are 132 inches (11 feet) wide for vehicle space with a 60-inch (5-feet) wide access aisle? [ADA Standards § 4.1.2(5), A4.4]

☐ Yes  ☐ No

B4. For van-accessible spaces (particularly in a garage or parking structure), is there vertical clearance of at least 96 inches (8 feet - 2 inches) for the vehicle route to the parking space, the parking space, the access aisle, and along the vehicle route to the exit? [ADA Standards § 4.6.6]

☐ Yes  ☐ No

If No, Can the route be cleared by removing or raising low objects, or can each van accessible parking space be relocated?

B5. Are all accessible parking spaces, including the access aisle, relatively level (1:50 or 2%) in all directions? [ADA Standards § 4.6.3]

☐ Yes  ☐ No

If No: Look for a nearby area that is relatively level in all directions that could serve as an accessible parking space with an accessible route to the accessible entrance to the shelter.

B6. Does each accessible parking space have a sign with the symbol of accessibility that is visible when a vehicle is parked in the space? [ADA Standards § 4.6.4]

☐ Yes  ☐ No

B7. If there is a curb between the access aisle and the accessible route to the building, is there a curb ramp that meets the following requirements: [ADA Standards § 4.1.7]

☐ Yes  ☐ No

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Curb ramp showing minimum 36-inch width for ramp section and 1:12 slope on ramp section.

B7-a. Is the curb ramp surface at least 36 inches wide, excluding flared sides? [ADA Standards § 4.7.3]

☐ Yes
☐ No

B7-b. Is the slope (up or down the ramp) no more than 1:12? [ADA Standards § 4.7.2]

☐ Yes
☐ No

Note: 1:12 is one inch of vertical height for each 12 inches of length.

B8. Are the accessible parking spaces serving the shelter on the shortest accessible route to the accessible entrance? [ADA Standards § 4.6.2]

☐ Yes
☐ No

B9. Does each access aisle connect to an accessible route from the parking area to the shelter’s accessible entrance? [ADA Standards § 4.6.2]

☐ Yes.
☐ No

3. Temporary Solutions for Emergency Sheltering – Parking

Problem: Parking at the shelter facility either has no accessible parking, not enough accessible parking, or accessible parking spaces are not on level ground.

Suggestion: Find a fairly level parking area near the accessible entrance and mark the area for accessible parking spaces. Three regular parking spaces will make two accessible parking spaces with a shared access aisle. Provide a sign designating each accessible parking space. Ensure there is an accessible route from each access aisle to the accessible entrance.

If temporary accessible spaces are used, mark the temporary accessible parking spaces with traffic cones or other temporary elements. Traffic cones can also be used to mark off an access aisle if designated accessible parking spaces lack an access aisle or if the access aisle is too narrow. At least one accessible parking space should be a van-accessible parking space with an access aisle that is at least 96 inches wide.

Three standard parking spaces are converted into an accessible parking space with an access aisle. Cones mark the access aisle and a temporary curb ramp with edge protection connects to an accessible route to the shelter.

https://www.ada.gov/pcatoolkit/chap7shelterchk.htm

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C. Sidewalks and Walkways

1. Typical Issues for Individuals Who Use Wheelchairs, Scooters, or other Mobility Devices

An accessible route connects accessible passenger drop-off areas, accessible parking spaces, and other accessible elements, like a route from a bus stop, to an accessible building entrance. The accessible route is essential for people who have difficulty walking or who use wheelchairs or other mobility aids to get to the accessible entrance of the shelter. The accessible route must be at least 36 inches wide (it may narrow briefly to 32 inches wide where utility poles, signs, etc. are located along the accessible route). Abrupt level changes, steps, or steep running or cross slopes cannot be part of an accessible route. Where ramps are used, they cannot be steeper than 1:12. Ramps with a vertical rise of more than 6 inches must have handrails on both sides. Ramps must also have edge protection to stop wheelchairs from falling off the sides, and level landings at the top and bottom of each segment and where the ramp changes direction.

An accessible entrance to a shelter with accessible parking and an accessible drop-off area

Notes:

1. Accessible route
2. Accessible drop-off area
3. Accessible parking with van-accessible parking space
4. Accessible entrance to shelter

C1-a. Is an accessible route provided from accessible parking spaces to the accessible entrance of the shelter? [ADA Standards § 4.1.2(1), 4.3]

☐ Yes
☐ No

C1-b. Is an accessible route provided from public sidewalks and public transportation stops on the shelter site (if provided) to the accessible entrance for the shelter? [ADA Standards § 4.1.2(1)]

☐ Yes
☐ No

Note: The accessible route is at least 36 inches wide and may be a portion of a sidewalk.

C1-c. Is the accessible route at least 36 inches wide? [ADA Standards § 4.3.3]

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Yes
No

If No, does the accessible route narrow to 32 inches for no more than 2 feet?

C1-d. Is the accessible route free of steps and abrupt level changes higher than 1/2 inch? [ADA Standards § 4.3.8]

Yes
No

Note: Level changes between 1/4 inch and 1/2 inch should be beveled (sloped) at 1:2 maximum.

C1-e. Where an accessible route crosses a curb, is a curb ramp provided? [ADA Standards § 4.3.8]

Yes
No

c-i. Is the curb ramp surface at least 36 inches wide, excluding flared sides? [ADA Standards § 4.7.3]

Yes
No

c-ii. Is the running slope (up or down the ramp) no more than 1:12? [ADA Standards § 4.7.2]

Yes
No

Note: 1:12 is one inch of vertical height for 12 inches of horizontal distance.

C1-f. If the slope of part of the accessible route is more than 1:20, does it meet the following requirements for an accessible ramp?

Yes
No

f-i. Is the running slope no greater than 1:12? [ADA Standards § 4.8.2]

Yes
No

Note: For existing ramps, the slope may be 1:10 for a 6-inch rise and 1:8 for a 3-inch rise in special circumstances (see ADA Standards § 4.1.6(3)).

f-ii. Are handrails installed on both sides of each ramp segment? [ADA Standards § 4.8.5]

Yes
No

f-iii. Is the ramp width, measured between the handrails, at least 36 inches? [ADA Standards § 4.8.3]

Yes
No

f-iv. Does the ramp have a level landing at the top and bottom of each ramp section that is at least 60 inches long? [ADA Standards § 4.8.4]

Yes
No

Note: The level landing may be part of the sidewalk or walking surface.
Accessible ramp features

Notes:
1. At least 36 inches between handrails
2. Top landing part of walk
3. Bottom landing part of walk
4. Handrail height 34 to 38 inches
5. Edge protection.

f-vi. If a ramp is more than 30 feet long, is a level landing at least 60 inches long provided at every 30 feet of horizontal length? [ADA Standards § 4.8.4]

☐ Yes
☐ No

Note: If the running slope is less than 1:16 but more than 1:20, each ramp segment may be up to 40 feet long followed by a level landing.

f-vii. Is there a level landing, at least 60 inches x 60 inches, when a ramp changes direction? [ADA Standards § 4.8.4]

☐ Yes
☐ No

f-viii. Are the handrails mounted 34 to 38 inches above the ramp surface? [ADA Standards § 4.8.5]

☐ Yes
☐ No

f-x. If the ramp or landing has a vertical drop-off on either side, is edge protection provided? [ADA Standards § 4.8.7]

☐ Yes
☐ No

Temporary Solutions For Emergency Sheltering - Ramps

Problem: The sidewalk connecting parking to the shelter entrance is too steep to be accessible.

Suggestion: Check to see if there is another accessible route to the accessible entrance. Sometimes there is a less direct route that is accessible. During an evacuation it will be helpful to put up signs or to have volunteers stationed at the accessible parking spaces to direct people along this less direct, but nonetheless accessible, route.

Problem: The accessible route crosses a curb but no curb ramp is provided.

https://www.ada.gov/pcatoolkit/chap7/shelterchk.htm 8/22/2017
**Suggestion:** Install a portable ramp with a slope no steeper than 1:12 with edge protection. Store the portable ramp on site so it can be easily accessed in an emergency.

![Portable ramp with edge protection](image1)

**Problem:** There are two steps where the sidewalk connects to the accessible entrance.

**Suggestion:** Install a portable ramp with a slope no steeper than 1:12 with edge protection and handrails on both sides of the ramp. Store the portable ramp and components on site so everything can be easily accessed in an emergency.

![Portable ramp with handrails](image2)

2. **Typical Issues for Individuals Who Are Blind or Have Low Vision**

Objects that are wall mounted, that project into a pedestrian route from the side, or that are overhead can be hazards to people who are blind or who have low vision. These objects must be positioned so people will either detect the objects before they run into them or safely pass under them. Examples may include handrail extensions on stairs and ramps, post- or wall-mounted signs, drinking fountains, and low hanging tree limbs. Pedestrian routes open to people during the time that the facility is being used as an emergency shelter, such as sidewalks, courtyards, and plazas, must be free of overhanging objects that are less than 80 inches above the route. Objects more than 27 inches and less than 80 inches above the route and that protrude from the side more than 4 inches are also a hazard. Since people can walk on any sidewalk, not just the accessible routes, all exterior pedestrian routes serving or leading to the shelter areas must be checked. The following questions apply to sidewalks and walkways leading to the emergency shelter.

[https://www.ada.gov/peatoolkit/chap7shelterchk.htm](https://www.ada.gov/peatoolkit/chap7shelterchk.htm)
Common objects along pedestrian routes to a shelter that can be hazards to people who are blind or have low vision.

Notes:

1. The bottom of the handrail extensions turn down to 27 inches or less above the route so a person who is blind or has low vision can detect the hazard before running into it.
2. Signs or other objects in the pedestrian route can be a hazard if the bottom is more than 27 inches but less than 80 inches above the route.
3. Objects that overhang the pedestrian route must be at least 80 inches above the route.

C2-1. Are all sidewalks and walkways to the shelter free of any objects (e.g., wall-mounted boxes, signs, handrail extensions) with bottom edges that are between 27 inches and 80 inches above the walkway and that extend more than 4 inches into the sidewalk or walkway? [ADA Standards §§ 4.4.4.2.1(3), 4.1.3(2)]

☐ Yes
☐ No

If No, can the object be lowered, removed, or modified or can the route be moved so that the object can be avoided?

C2-2. Are the undersides of exterior stairs enclosed or protected with a cane-detectable barrier so that people who are blind or have low vision will not hit their heads on the underside? [ADA Standards § 4.4.4.2]

☐ Yes
☐ No

If No, can a barrier or enclosure be added below the stair or can the route be relocated away from the stair?
ADA Checklist for Emergency Shelters

When the underside of a stair is open, it is a hazard to people who are blind or have low vision. Enclosing the area below the stair or installing a cane-detectable barrier helps this woman to stop before hitting her head.

G2-3. Are all objects that hang over the pedestrian routes at least 80 inches above the route? [ADA Standards § 4.4.2]

☐ Yes
☐ No

If No, can the objects be removed or relocated, or can a cane-detectable object be added below that is no higher than 27 inches?

Overhead signs and tree branches are least 80 inches above the walk.

Temporary Solutions For Emergency Sheltering - Protruding Object Hazards

Problem: Objects protrude too far from the side into the route causing a hazard for people who are blind or who have low vision.

Suggestion: When people who are blind or who have low vision use a cane to detect hazards, objects located at 27 inches or lower are detectable. When an object is located higher than 27 inches above the ground it is a hazard if the object protrudes more than 4 inches into the circulation path. To make a protruding object cane-detectable:

• Place an object below, or on either side of, the protruding object that is not higher than 27 inches above the ground.

• If the protruding object can be moved, lower the object so that its bottom is not more than 27 inches above the ground.

• Prune or alter the protruding object so it does not protrude above the route.

D. Entering the Emergency Shelter

Building Entrance

https://www.ada.gov/pca toolkit/chap7shelterchk.htm

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A shelter must have at least one accessible entrance that is on an accessible route. An accessible entrance must provide at least one accessible door with maneuvering space, accessible hardware, and enough clear width to allow people who use crutches, a cane, walker, scooter, or wheelchair to use it.

If the accessible entrance is not the main entrance to the facility that is being used as a shelter, signs must be located at inaccessible entrances to direct evacuees and volunteers to the accessible entrance. The accessible entrance must be unlocked when other shelter entrances are unlocked.

Q1. Is there at least one accessible entrance connected to an accessible route? [ADA Standards § 4.1.3(1)]

☐ Yes
☐ No

Notes: If this entrance is not the main entrance, it needs to be kept unlocked when other shelter entrances are unlocked.
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If there are inaccessible entrances serving the shelter, signs will be needed at inaccessible entrance(s) to direct evacuees to the nearest accessible entrance.

D2. Does at least one door or one side of a double leaf door provide at least 32 inches clear passage width when the door is open 90 degrees? [ADA Standards § 4.13.9]

☐ Yes
☐ No

If No, does another entrance have an accessible door or can both doors be propped open during the evacuation? Other possible solutions are to enlarge the door opening, use a swing clear hinge, or, if a double leaf door, replace with uneven width doors.

D3. Is the hardware (e.g., lever, pull, and panic bar) usable with one hand without tight grasping, pinching, or twisting of the wrist? [ADA Standards § 4.13.9]

☐ Yes
☐ No

If No, leave door propped open, add new accessible hardware, or adapt/replace hardware.

Examples of handles and door hardware that can be used without tight grasping, pinching, or twisting.

D4. On the latch, pull side of the door, is there at least 18 inches clearance provided if the door is not automatic or power-operated? [ADA Standards § 4.13.8, Fig. 25]

☐ Yes
☐ No

If No, leave the door propped open or find another accessible entrance.

D5. If there is a raised threshold, is it no higher than 3/4 inch at the door and beveled on both sides? [ADA Standards §§ 4.1.(3)(d)(i), 4.13.8]

☐ Yes
☐ No

If No, replace threshold with one with beveled sides or add a sloped insert.

D6. If an entry has a vestibule, is there a 30-inch by 48-inch clear floor space inside the vestibule where a wheelchair or scooter user can be outside the swing of a hinged door? [ADA Standards § 4.13.7]

☐ Yes
☐ No

If No, leave the inner door permanently open, remove inner door, or modify the vestibule.

E. Hallways and Corridors

1. Typical Issues for Individuals Who Use Wheelchairs, Scooters, or Other Mobility Devices

The interior accessible route connects the accessible entrance with the various service and activity areas within the shelter. Typically made up of hallways, corridors, and interior rooms and spaces, the accessible route is essential for people who have difficulty walking or who use wheelchairs or other mobility aids to get to all of the service and activity areas of the shelter.

An accessible route is at least 36 inches wide and may narrow briefly to 32 inches wide where the route passes through doors or next to furniture and building elements. High thresholds, abrupt level changes, steps, or steep ramps or cross slopes cannot be

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part of an accessible route. Where ramps are used, they cannot be steeper than 1:12. Ramps with a vertical rise of more than 6 inches must have handrails on both sides. Ramps must also have edge protection to stop wheelchairs from falling off the sides, and level landings at the top and bottom of each segment and where a ramp changes direction.

Where an accessible route is different from the route used by most evacuees, signs will be needed at key decision points to direct individuals with disabilities to the various activity areas.

Interior of a shelter showing the accessible route from the accessible entrance to all service and activity areas.

Notes:

1. Accessible Entrance
2. Accessible Route connects the accessible entrance with shelter service and activity area
3. Accessible door to service and activity areas

E1-a. Is there an accessible route, at least 36 inches wide, that connects the accessible entrance to all shelter areas (it may narrow to 32 inches wide for up to 2 feet in length)? [ADA Standards § 4.3.2(3)]

☐ Yes
☐ No

E1-b. Is the accessible route free of steps and abrupt level changes over 1/2 inch?

☐ Yes
☐ No

Note: level changes between 1/4 inch and 1/2 inch should be avoided. [ADA Standards §§ 4.1.3(1), 4.3.8]

E1-c. Does the accessible route from the accessible entrance to all activity areas change levels using a ramp, lift or elevator? [ADA Standards §§ 4.1.3(1), 4.3.8]

☐ Yes
☐ No

If No, go to question E1-g.

c-i. If Yes, is a ramp or sloped hallway provided?

☐ Yes
☐ No

If Yes, go to question E1-d.

c-ii. Is an elevator or lift provided?

☐ Yes
☐ No

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if Yes, and the elevator or lift is part of the accessible route to a shelter area, is back-up electrical power available to operate the elevator or lift for the duration of shelter operation should the normal electrical service be disrupted?

Yes and a lift is provided, see question E1-f.

If No, then either provide back-up electrical power to operate the lift or elevator during the power outage or locate shelter services exclusively on accessible levels that may be reached by people with a mobility disability without using an elevator or lift.

E1-d. Where the slope of the accessible route is greater than 1:20, does this area meet the following requirements for an accessible ramp?

☐ Yes
☐ No

d-i. Is the slope no greater than 1:12? [ADA Standards § 4.8.2]

☐ Yes
☐ No

Note: For existing ramps, the slope may be 1:10 for a 6-inch rise and 1:8 for a 3-inch rise in special circumstances. [ADA Standards § 4.1.5(b)]

d-ii. Are handrails installed on both sides of each ramp segment? [ADA Standards § 4.8.6]

☐ Yes
☐ No

d-iii. Is the ramp width, measured between handrails, at least 36 inches? [ADA Standards § 4.8.3]

☐ Yes
☐ No

d-iv. Are the handrails mounted 34 to 36 inches above the ramp surface? [ADA Standards § 4.8.5]

☐ Yes
☐ No

d-v. If a ramp is longer than 30 feet, is a level landing at least 60 inches long provided every 30 feet? [ADA Standards § 4.8.4]

☐ Yes
☐ No

d-vi. Does the ramp have a level landing that is at least 60 inches long at the top and bottom of each ramp section or where the ramp changes direction? [ADA Standards § 4.8.4]

☐ Yes
☐ No

d-vii. If the ramp or landing has a vertical drop-off on either side of the ramp, is edge protection provided? [ADA Standards § 4.8.7]

☐ Yes
☐ No

E1-e. Is an elevator provided to each of the levels on which each sheltering service or activity area is located?

☐ Yes
☐ No

e-i. Are the centerlines of the call buttons mounted 42 inches above the floor? [ADA Standards § 4.10.3]

☐ Yes
☐ No

e-ii. Does the floor area of the elevator car have space to enter, reach the controls, and exit? [ADA Standards § 4.10.9, Fig. 22]
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Fig. 22
Minimum Dimensions of Elevator Cars

Note: See Figure 22 for acceptable floor and opening dimensions. Floor dimensions of at least 48 inches by 48 inches may be allowed in existing facilities built before the ADA went into effect.

e-iii. Can the elevator be called and operated automatically without using a special key or having to turn on the elevator from a remote location? [ADA Standards § 4.10.2]

☐ Yes
☐ No

e-vii. Are the highest floor control buttons mounted no more than 54 inches above the floor for a side reach or 48 inches for forward reach? [ADA Standards § 4.10.12 (a)]

☐ Yes
☐ No

e-v. Are raised letters and Braille characters used to identify each floor button and each control? [ADA Standards § 4.10.12]

☐ Yes
☐ No

e-vi. Are signs mounted on both sides of the elevator hoist way door opening (for each elevator and at each floor) that designate the floor with 2-inch minimum-height raised letters and Braille characters centered at 60 inches above the floor? [ADA Standards § 4.10.3]

☐ Yes
☐ No

e-vii. Is the elevator equipped with audible tones or bells or verbal annunciators that announce each floor as it is passed? [ADA Standards § 4.10.13]

☐ Yes
☐ No

E-1. If a wheelchair lift is provided, does it meet the following?

☐ Yes
☐ No

E-1. Is the lift operational at the time of the survey? [ADA Standards § 4.11.3]

☐ Yes
☐ No

E-3. Is the change in level from the floor to the lift surface ramped or beveled? [ADA Standards §§ 4.11.2, 4.15.2]

☐ Yes
☐ No

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f.iii. Is there at least a 30-inch by 48-inch clear floor space on the wheelchair lift? [ADA Standards §§ 4.11.2, 4.2.4]
- Yes
- No

data. Does the lift allow a person using a mobility device unassisted entry, operation (is key available, if required), and exit?
- Yes
- No

data. Are the controls and operating mechanisms mounted no more than 54 inches above the floor for a side reach or 48 inches for a forward reach? [ADA Standards §§ 4.11.2, 4.27.3]
- Yes
- No

data. Are the controls and operating mechanisms usable with one hand without tight grasping, pinching, or twisting? [ADA Standards §§ 4.11.2, 4.27.4]
- Yes
- No

data. At each location on the way to each shelter activity area where the accessible route passes through a door, does at least one door meet the following requirements?
- Yes
- No

data. Is the clear width for the door opening at least 32 inches measured when the door is open 90 degrees? [ADA Standards §§ 4.1.3(f), 4.13.5]
- Yes
- No

data. Is the door hardware (e.g., lever, pull, push, panic bar) usable with one hand, without tight grasping, pinching, or twisting of the wrist, to allow people who may not be able to easily use one or both hands to fully operate the hardware? [ADA Standards § 4.13.9]
- Yes
- No

data. Is there clear maneuvering floor space in front of each accessible door (see ADA Standards § Fig. 25) and, on the pull side, is there at least 16 inches clear floor space beyond the latch side of the door (see space configurations in Figure 25)? [ADA Standards § 4.13.6]
- Yes
- No

A clear floor space on the latch side of the door (pull side) allows a person using a wheelchair or scooter to pull the door open and then enter. The size of the clear floor space varies depending on the direction of approach (shown by the arrows) and the door swing.

data. Is no more than 5 pounds force needed to push or pull open the door? [ADA Standards § 4.13.11 (2)(b)]
- Yes
- No

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Note: Fire doors are still considered to be accessible if they have the minimum opening force allowable by the appropriate administrative authority.

If the answers to questions g-i thru g-iv are No, can the door be propped open?

- Yes
- No

If an activity area is not on an accessible route and cannot be made accessible, find another area that is on an accessible route where that activity may be provided.

2. Typical Issues for People Who are Blind or Have Low Vision

Individuals who are blind or have low vision may walk along any route or through any shelter activity area, not just the accessible routes. That means any area where people using the shelter can walk, including hallways, corridors, eating areas, and sleeping areas, must be free of objects that cannot be detected by a person who is blind or has low vision. Objects that are wall mounted, that project into a pedestrian route from the side, or that are overhead must be located so that individuals who are blind or have low vision will either detect the objects before they run into them or safely pass under them. These routes must be free of overhanging objects that are less than 80 inches above the floor and side objects that protrude into the route more than 4 inches when the bottom of the object is more than 27 inches above the floor. Items to watch for include wall-mounted fire extinguishers and wall-mounted display cases, when the bottom is more than 27 inches above the floor, wall sconces and light fixtures that protrude more than 4 inches off the wall, and open staircases, exit signs, overhead signs, banners, and arched doorways that are lower than 80 inches above the floor.

Overhead and wall-mounted objects that may be hazards along a pedestrian route

Notes:

1. Wall-mounted drinking fountains are a hazard when the front projects more than 4 inches beyond the wall and the bottom is more than 27 inches above the floor.
2. Wall-mounted objects cannot project more than 4 inches beyond the wall if the bottom is not in the cane-detectable area below 27 inches off the floor.
3. Overhead objects must be at least 80 inches off the floor.

The following questions apply to pedestrian routes serving or leading to the shelter activity and common use areas.

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F. Check-In Areas

A shelter usually has one or more check-in areas located near the entrance to the shelter. When check-in areas are provided, then at least one accessible check-in location should be provided. The accessible check-in area should be at the accessible entrance or signs should give directions to the accessible check-in area.

If a permanent reception counter is used for check-in, make sure to provide a writing surface at an accessible height for people who use a wheelchair, scooter, or other mobility device. This may be a part of the reception counter that is no higher than 36 inches above the floor, a folding shelf or an adjacent table, or a clip board.

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An accessible check-in location using a folding table with a height that people who use wheelchairs can easily reach.

F1. Is there an accessible route that connects the accessible entrance to areas that are likely to be used to register people as they arrive at the shelter? (ADA Standards § 4.3)
   □ Yes
   □ No

F2. If there is a built-in reception or other type of counter, does it have a section that is at least three feet long that is no higher than 36 inches above the floor or is there a nearby surface that is not higher than 36 inches above the floor? (ADA Standards § 7.2)
   □ Yes
   □ No

Living at the Emergency Shelter

G. Sleeping Areas

Each accessible sleeping area needs to be on an accessible route connecting it to other activity areas in the shelter, including toilet rooms and bathing areas. An accessible route with adequate circulation and maneuvering space provides access in the sleeping areas for people who use wheelchairs or scooters and this route serves each accessible bed or cot.

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Interior of one section of a shelter's sleeping area. The shaded pathway indicates the accessible route, which provides access to accessible beds, cots, and other activity areas in the space plus the toilet rooms and other activity areas in the shelter.

Accessible cots have a sleeping surface at approximately the same height above the floor as the seat of a wheelchair (17 to 19 inches above the floor). When placed in several sections of the sleeping area, individuals who use a wheelchair, scooter, or other mobility device will be able to sleep near their family or other companions. An accessible route is needed to provide access to each accessible cot and a clear space at least 36 inches wide is needed along the side of the cot to make it possible to transfer between the mobility device and the cot. A preferred location for accessible cots is to have one side against a wall. This helps to stabilize the cot and the wall can act as a backrest when the person sits up on the cot.

An accessible cot positioned against a wall. Dashed lines indicate the accessible route and clear floor space next to the cot.

G1. Is there an accessible route, at least 36 inches wide, that connects each sleeping area with other shelter activity areas?
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☐ Yes
☐ No

Note: It may narrow to 32 inches wide for up to 2 feet in length. [ADA Standards § 4.3.2(3)]

G2. Is the accessible route free of steps and abrupt level changes over 1/2 inch?
☐ Yes
☐ No

Note: Level changes between 1/4 inch and 1/2 inch should be beveled. [ADA Standards §§ 4.1.3(1), 4.3.8]

Note: Although the facility survey cannot check the accessibility of the cots because they will not be installed until the shelter is in use, planning for setting up the sleeping area and for arranging the cots and mats should include providing space for an accessible route and clear floor space at each accessible cot. Cots used by people who are blind or who have low vision should be in an easily locatable area.

II. Restrooms and Showers

At least one set of toilet rooms serving the shelter must be accessible to individuals who use a wheelchair, scooter, or other mobility device. In large shelters where more than one set of toilet rooms is needed to serve the occupants, it may be necessary to provide additional accessible toilet facilities or to establish policies to assure that individuals with disabilities have access to the accessible facilities.

Interior of an accessible toilet room showing accessible route, clear floor space at accessible fixtures, and the wide accessible toilet stall.

I. If a sign is provided at the toilet room entrance (e.g. Men, Women, Boys, Girls, etc.), is a sign with raised characters and Braille mounted on the wall adjacent to the latch? [ADA Standards § 4.30.6]
☐ Yes
☐ No

If No, install a sign with raised characters and Braille on the wall adjacent to the latch side of the door and centered 60 inches above the floor and leave the existing sign in place on the door if removing it will damage the door.

Note: An additional sign may be mounted on the toilet room door, but this cannot be considered to be the accessible sign which must be mounted on the wall adjacent to the latch side of the door.

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H2. Does the door to the toilet room provide at least 32 inches clear passage width when the door is open 90 degrees? [ADA Standards § 4.13.5]

☐ Yes
☐ No

H3. Is the hardware (e.g., lever, pull, panic bar) usable with one hand without tight grasping, pinching, or twisting of the wrist? [ADA Standards § 4.13.9]

☐ Yes
☐ No

If No, can the door be propped open without compromising privacy, or can the hardware be modified by adding new accessible hardware, or adapting or replacing hardware?

H4. On the pull side of the door, is there at least 18 inches clearance provided on the latch side if the door is not automatic or power-operated? [ADA Standards § 4.13.6, Fig. 25]

☐ Yes
☐ No

H5. If there is a raised threshold, is it no higher than 3/4 inch at the door and beveled on both sides? [ADA Standards §§ 4.1.6(3)(d)(ii), 4.13.8]

☐ Yes
☐ No
☐ NA

If No, replace threshold with one with beveled sides or add a sloped insert.

H6. If the entry has a vestibule, is there a 30-inch by 48-inch clear floor space inside the vestibule where a wheelchair or scooter user can be outside the door swing? [ADA Standards § 4.13.7]

☐ Yes
☐ No

If No, possible solutions include leaving the inner door open or removing the outer door.

H7. Inside the toilet room, is there an area where a person who uses a wheelchair or other mobility device can turn around - either at least 60-inch diameter circle or a "T"-shaped turn area as shown in the figure below? [ADA Standards §§ 4.22.3, 4.2.3]

☐ Yes
☐ No
H8. If lavatories are provided, does at least one have at least a 20 inch high clearance under the front apron with the top of the rim no more than 34 inches above the floor? [ADA Standards § 4.19.2]

- Yes
- No

H9. Are the drain and hot water pipes for this lavatory insulated or otherwise configured to protect against contact? [ADA Standards § 4.19.4]

- Yes
- No

H10. Does this lavatory have controls that operate easily with one hand, without tight grasping, pinching, or twisting of the wrist? [ADA Standards § 4.19.5]

- Yes
- No

H11. If mirrors are provided, is the bottom of the reflecting surface for the mirror at this lavatory no higher than 40 inches above the floor or is a full length mirror provided? [ADA Standards § 4.19.6]

- Yes
- No

H12. For at least one of each type of dispenser, receptacle, or equipment, is there clear floor space at least 30 inches wide x 48 inches long adjacent to the control or dispenser (positioned either parallel to the control or dispenser or in front of it)? [ADA Standards §§ 4.23.7, 4.27.2, 4.2.5 and Fig 5; 4.2.6 and Fig 6]

- Yes
- No

H13. Is the operating control (switch, lever, button, or pull) of at least one of each type of dispenser or built-in equipment no higher than 54 inches above the floor (if there is clear floor space for a parallel approach) or 48 inches (if there is clear floor space for a front approach)? [ADA Standards §§ 4.23.7, 4.27.3, 4.2.5 and Fig 6; 4.2.6 and Fig 6]

- Yes
- No

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H14. Are all built-in dispensers, receptacles, or equipment mounted so the front does not extend more than 4 inches from the wall if the bottom edge is between 27 inches and 80 inches above the floor? [ADA Standards §§ 4.23.7, 4.27, 4.4.1; Fig. 8]

☐ Yes
☐ No

Toilet Stalls

H15. Is at least one wide toilet stall provided with an out swinging door, side and rear grab bars, and clear space next to the toilet? [ADA Standards § 4.17]

☐ Yes
☐ No

If No, check to see if another toilet room provides a wide accessible toilet stall, note its location for shelter planners, and answer all toilet room questions with respect to that toilet room.

H16. Is the toilet stall at least 60 inches wide and 56 inches deep (wall mounted toilet) or 59 inches deep (floor mounted toilet)? [ADA Standards § 4.17.3]

☐ Yes
☐ No

If No, note the width and depth of the stall _______________________

H17. Is at least 9 inches of toe clearance provided under the front wall and at least one side wall of the toilet stall? [ADA Standards § 4.17.4]

☐ Yes
☐ No

H18. Is the centerline of the toilet 18 inches from the adjacent side wall? [ADA Standards § 4.16.2; 4.17.3]

☐ Yes
☐ No

H19. Is the top of the toilet seat 17 inches to 19 inches above the floor? [ADA Standards § 4.16.3]

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>H20.</strong> Is the flush valve located on the wide side adjacent to the lavatory or is an automatic flush valve provided? (ADA Standards § 4.16.6)</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>H21.</strong> Is a horizontal grab bar at least 40 inches long securely mounted on the adjacent side wall 33 to 36 inches above the floor with one end no more than 12 inches from the back wall 33 to 36 inches above the floor? (ADA Standards § 4.16.4, 4.17.6)</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>H22.</strong> Is a second horizontal grab bar at least 36 inches long securely mounted on the back wall with one end no more than 6 inches from the side wall 33 to 36 inches above the floor? (ADA Standards § 4.16.4, 4.17.6)</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>H23.</strong> Is the door to the toilet stall located diagonally opposite, not directly in front, of the toilet or on the opposite side wall from the wall with the long grab bar? (ADA Standards § 4.17.3)</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>H24.</strong> Unless the wide stall is located at the end of a row of toilet stalls, does the door to this wider stall open out? (ADA Standards § 4.17.3)</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

Plan views showing minimum sizes of wide accessible toilet stall

**H25.** Is the clear width of the door at least 32 inches (measured between the face of the door and the edge of the opening) when the door is open 90 degrees? (ADA Standards § 4.13.5) |
| Yes | No |

**H26.** If there are 8 or more stalls in the restroom, is one of those stalls (in addition to the wider stall noted above) exactly 36 inches wide with an out swinging stall door that provides at least 32 inches of clear width? (ADA Standards § 4.22.4) |

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☐ Yes
☐ No

H27. Does this 36-inch wide stall have horizontal grab bars on both sides that are at least 36 inches long and 33 to 36 inches above the floor? [ADA Standards § 4.22.4]
☐ Yes
☐ No

H28. Is the surface of the toilet seat in this 36-inch wide stall 17 to 19 inches above the floor? [ADA Standards §§ 4.16.3; 4.22.4]
☐ Yes
☐ No

H29. If a coat hook is provided is it mounted no higher than 54 inches above the floor for a side approach or 48 inches above the floor for a front approach? [ADA Standards § 4.25.3]
☐ Yes
☐ No

Note: For many emergency shelters, evacuees are not expected to use shower or bathing facilities due to the short period they may stay at the shelter. If planning for the shelter operation includes offering shower or bathing facilities, then those facilities should be on an accessible route and checked for accessibility. For information on the requirements for accessible showers or bathtubs see the ADA Standards for Accessible Design which is available online at www.ada.gov.

The following are figures illustrating some accessible shower features from the ADA Standards.

I. Public Telephones

When public telephones are provided, then one or more accessible public telephones should be provided in areas serving shelter activity and service areas. Whenever accessible telephones are provided, each should be on an accessible route. In shelters it is common to provide additional telephones on tables or desks and some of these telephones should be accessible.

A text telephone (also commonly known as a TTY) is a device that allows individuals who are deaf or hard of hearing or who have a speech disability to communicate over a telephone. Having at least one TTY in any building that has at least four pay phones, provides access for people who are deaf or hard of hearing.

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11. If at least one public telephone or one bank of telephones is provided, does at least one of each type of telephone (e.g., pay telephone, intercom telephone, other telephone) have the following?

☐ Yes
☐ No

11a. For a side approach (clear floor space at least 30 inches long x 48 inches wide), is the coin slot no higher than 54 inches above the floor? [ADA Standards § 4.31.2, Fig. 44 (a)]

☐ Yes
☐ No

11b. For a front approach (where clear floor space at least 30 inches wide x 48 inches long), is the coin slot no higher than 48 inches above the floor? [ADA Standards § 4.31.2, Fig. 44 (b)]

☐ Yes
☐ No

12. Does the phone have volume controls? [ADA Standards § 4.31.5]

☐ Yes
☐ No

13. If three or more telephones are located in one bank serving the shelter, are a shelf and an electrical outlet provided at one telephone for use of a portable TTY? [ADA Standards § 4.31.9 (2)]

☐ Yes
☐ No

14. If four or more pay telephones are provided on the site, is there a TTY (text telephone) provided at the shelter?

☐ Yes
☐ No

If yes, location ___________________________

15. Is there a sign at each pay phone or pay phone bank for the shelter directing people to the nearest TTY? [ADA Standards § 4.30.7 (3); 4.31.9(3)]

☐ Yes
☐ No

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J. Drinking Fountains

Approximately 50% of the drinking fountains serving the shelter must be accessible and located on an accessible route. Accessible drinking fountains must have enough space for a person using a wheelchair, scooter, or other mobility device to use the drinking fountain. The spout and controls of the drinking fountain must be near the front edge. The controls must be usable with one hand without tight grasping, pinching, or twisting of the wrist. The other 50% of drinking fountains serving the shelter must be configured for use by people who have difficulty bending or stooping while standing.

When an object, such as a drinking fountain, protrudes more than four inches into the circulation path, the bottom edge must be at 27 inches above the floor or lower so the drinking fountain is not a hazard to people who are blind or have low vision.

A person who uses a wheelchair is drinking from an accessible drinking fountain. Beside the accessible drinking fountain is a standard height fountain that is usable by people who have difficulty bending or stooping. The short wall beside the standard height drinking fountain is cane-detectable to guide people who are blind or have low vision away from the standard height fountain which, otherwise, would be a protruding object hazard.

The following questions apply to 50% of the drinking fountains that are provided.

J1. If the drinking fountain is a wall-mounted unit, is there clear floor space at least 30 inches wide (36 inches if it is in an alcove) x 48 inches long in front of the drinking fountain and at least 27 inches high under the fountain so that a person using a wheelchair can get close to the spout and controls? [ADA Standards § 4.15.5 (1). Figs. 4 (e) and 27 (b)].
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☐ Yes
☐ No

J2. If the drinking fountain is a floor-mounted unit, is there clear floor space at least 30 inches long x 48 inches wide (60 inches if it is in an alcove) for a side approach to the drinking fountain so that a person using a wheelchair can get close to the spout and controls even though the fountain has no clear space under it? [ADA Standards § 4.15.6 (2), Figs. 4 (e), 27 (c) and (d)]

☐ Yes
☐ No

J3. Is the top of the spout no higher than 36 inches above the floor and at the front of the fountain or water cooler? [ADA Standards § 4.15.2]

☐ Yes
☐ No

J4. Does the water rise at least 4 inches high when no more than 5 pounds of force is applied to the controls of the fountain? [ADA Standards §§ 4.15.3 and 4.15.4]

☐ Yes
☐ No

J5. Are the controls on or near the front of the unit and do they operate with one hand without tight grasping, pinching, or twisting of the wrist? [ADA Standards § 4.15.4]

☐ Yes
☐ No

J6. Is the bottom of the apron of the fountain 27 inches above the floor so that it provides the space needed for a person who uses a wheelchair to pull up under it but is not a hazard to people who are blind or have low vision and use a cane to detect hazards? [ADA Standards §§ 4.15.5 (1) and 4.4.1]

☐ Yes
☐ No

K. Eating Areas

An accessible route, at least 36 inches wide and without steps or steep slopes, must be provided to and throughout the food service and eating areas of the shelter. The accessible route allows people who use wheelchairs, scooters, and other mobility devices to get to all of the food and drink items in the shelter and to accessible tables and seating.

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A serving and eating area in a shelter are shown above. The shaded pathway illustrates the accessible route connecting the entrance, serving areas, accessible seats and tables, and the exit.

K1. Is there an accessible route, at least 36 inches wide, that connects each of the shelter activity areas with the food service and eating areas (it may narrow to 32 inches wide for up to 2 feet in length)? [ADA Standards § 4.3.2(3)]

☐ Yes

☐ No

K2. Is there an accessible route that is at least 36 inches wide that connects accessible tables with serving, condiment, and dispenser areas? [ADA Standards § 5.3, 4.3.6]

☐ Yes

☐ No

K3. In each eating area, if tables with fixed seats are provided, do at least 5% of each type of table with fixed seats have accessible locations with knee space at least 27 inches high, at least 19 inches deep, and at least 30 inches wide with a table top 28 to 34 inches above the floor? [ADA Standards § 5.1]

☐ Yes

☐ No

Note: If moveable tables and chairs are used as shown, then locate at least 5% of the tables adjacent to an accessible route. Tables can be relocated as needed during operation of the shelter.

K4. If built-in food, drink, condiment, and tableware dispensers are provided, are dispensers and operating controls mounted no higher than 54 inches above the floor if clear floor space is provided for a side approach? [ADA Standards § 5.1.4]

☐ Yes

☐ No

K5. If the operating controls are set back 10 to 24 inches from the front edge of the counter or table are they no higher than 48 inches above the floor? [ADA Standards § 5.1.4]

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☐ Yes
☐ No

KG. If food service lines are provided, is an accessible route provided [at least 36 inches wide] and are the tray slides no higher than 34 inches above the floor? [ADA Standards § 5.5]

☐ Yes
☐ No

Other Issues

L. Availability of Electrical Power

Emergency shelters should have a way to provide a back-up power supply when the electrical service is interrupted. The back-up power is needed to provide refrigeration of medicines, operation of supplemental oxygen and breathing devices, and for charging the batteries of power wheelchairs and scooters. Individuals whose medications (certain types of insulin, for example) require constant refrigeration need to know if a shelter provides supplemental power for refrigerators or ice-packed coolers. Individuals who use medical support systems, such as supplemental oxygen, or who require periodic breathing treatments using powered devices rely on a stable source of electricity. These individuals must have access to electric power from a generator or other source of electricity while at a shelter.

In general, in each community or area where a shelter is provided, a facility must have one or more back-up generators or other sources of electricity so that evacuees with a disability who rely on powered devices can have access to electrical power while at the shelter.

L.1. Is there a backup source of electrical power for the facility?

☐ Yes
☐ No

L.2. Is there a refrigerator or other equipment, such as coolers with a good supply of ice, at the shelter?

☐ Yes
☐ No

M. Single-User or “Family” Toilet Room

In many schools and large facilities where emergency shelters are often located, single-user toilet rooms may be provided for staff. In those facilities built or altered since the ADA went into effect, single-user toilet rooms should have accessible features.
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that could be useful during shelter operation. These features include an accessible entrance and turning and maneuvering spaces. These rooms should also have been built to allow grab bars, accessible controls, and accessible hardware to be easily installed.

As part of the planning for operating an emergency shelter, facility operators should consider using an available staff toilet room, if provided, as a single-user or "family" toilet room. When provided in addition to large accessible toilet rooms, this type of facility permits a person with a disability to receive assistance from a person of the opposite sex.

M1. If a sign is provided at the toilet room entrance (e.g., Men, Women, Boys, Girls, etc.), is a sign with raised characters and Braille mounted on the wall adjacent to the latch side of the door and centered 60 inches above the floor? [ADA Standards § 4.1.3(16)(a)]

☐ Yes

☐ No

If No, install a sign with raised characters and Braille on the wall adjacent to the latch side of the door and centered 60 inches above the floor and leave the existing sign in place on the door if removing it will damage the door.

Note: an additional sign may be mounted on the toilet room door but this cannot be considered to be the accessible sign which must be mounted on the wall adjacent to the latch side of the door.

M2. Does the door to the toilet room provide at least 32 inches clear passage width when the door is open 90 degrees? [ADA Standards § 4.13.5]

☐ Yes

☐ No

M3. Is the hardware (e.g., lever, pull, etc.) usable with one hand without tight grasping, pinching, or twisting of the wrist? [ADA Standards § 4.13.9]

☐ Yes

☐ No

If No, add new accessible hardware or adapt/replace hardware.

M4. On the latch, pull side of the door, is there at least 18 inches clearance provided if the door is not automatic or power operated? [ADA Standards § 4.13.8; Fig. 26]

☐ Yes

☐ No

M5. If there is a raised threshold, is it no higher than 3/4 inch at the door and beveled on both sides? [ADA Standards §§ 4.1.6(3)(d)(i); 4.13.8]

☐ Yes

☐ No

If No, replace threshold with one with beveled sides or add a sloped insert.

M6. Inside the room is there an area for a person who uses a wheelchair to turn around - either a 60-inch diameter circle or a 7'-shaped turn area? [ADA Standards §§ 4.22.3; 4.2.3]

☐ Yes

☐ No

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M7. If the door swings into the room, does the door swing not overlap the required clear floor space for the toilet or lavatory? [ADA Standards §§ 4.22.2, 4.2.4.1]

☐ Yes
☐ No

Note: In the figure below the clear floor space for the toilet extends at least 68 inches from the back wall.

![Plan view showing the minimum amount of space required between the toilet and the adjacent lavatory.]

M8. Is there at least 18 inches between the center of the toilet and the side of the adjacent lavatory? [ADA Standards § 4.16.2, Fig. 28]

☐ Yes
☐ No

M9. Does the lavatory have at least a 20-inch-high clearance under the front edge and the top of the rim no more than 34 inches above the floor? [ADA Standards § 4.19.2]

☐ Yes
☐ No

![Plan view of a single-user toilet room showing the door swing not overlapping the dark toned area indicating the clear floor space for the toilet and lavatory. The door swing may overlap the turning space indicated by the circular area.]

Notes:

1. 48-inch minimum by 66-inch minimum clear floor space for toilet
2. 48-inch minimum by 30-inch minimum clear floor space for lavatory

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3. 80-inch minimum turning space
4. Door swing

M10. Are the drain and hot water pipes for the lavatory insulated or otherwise configured to protect against contact? [ADA Standards § 4.19.4]
   □ Yes
   □ No

M11. Does that lavatory have controls that operate easily with one hand, without tight grasping, pinch- ing, or twisting of the wrist? [ADA Standards § 4.19.5]
   □ Yes
   □ No

M12. If a mirror is provided, is the bottom of the reflecting surface no higher than 40 inches above the floor or is a full length mirror provided? [ADA Standards § 4.19.6]
   □ Yes
   □ No

M13. For each type of dispenser, receptacle, or equipment, is there clear floor space at least 30 inches wide x 48 inches long adjacent to the control or dispenser (positioned either parallel to the control or dispenser or in front of it)? [ADA Standards §§ 4.23.7, 4.27.2, 4.2.5 and Fig. 5, 4.2.6 and Fig. 6]
   □ Yes
   □ No

M14. Is the operating control (switch, lever, button, or pull) for each type of dispenser or built-in equipment no higher than 54 inches above the floor (if there is clear floor space for a parallel approach) or 48 inches (if there is clear floor space for a front approach)? [ADA Standards §§ 4.23.7, 4.27.3, 4.2.5 and Fig. 5, 4.2.6 and Fig. 6]
   □ Yes
   □ No

M15. Are all built-in dispensers, receptacles, or equipment mounted so the front does not extend more than 4 inches from the wall if the bottom edge is between 27 inches and 80 inches above the floor? [ADA Standards §§ 4.23.7, 4.27.4.4.1; Fig. 8]

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☐ Yes
☐ No

M16. Is the centerline of the toilet 18 inches from the adjacent side wall? [ADA Standards §§ 4.16.2; 4.17.3]
☐ Yes
☐ No

M17. Is the top of the toilet seat 17 to 19 inches above the floor? [ADA Standards § 4.16.3]
☐ Yes
☐ No

M18. Is the flush valve located on the side adjacent to the lavatory? [ADA Standards § 4.16.5]
☐ Yes
☐ No

M19. Is a horizontal grab bar at least 40 inches long securely mounted on the adjacent side wall 33 to 36 inches above the floor with one end no more than 12 inches from the back wall? [ADA Standards §§ 4.16.4; 4.17.6]
☐ Yes
☐ No

M20. Is there a horizontal grab bar at least 36 inches long securely mounted behind the toilet 33 to 36 inches above the floor with one end no more than 6 inches from the side wall? [ADA Standards §§ 4.16.4; 4.17.6]
☐ Yes
☐ No

M21. If a coat hook is provided, is it mounted no higher than 84 inches above the floor for a side approach or 48 inches above the floor for a front approach? [ADA Standards § 4.25.3]
☐ Yes
☐ No

N. Health Units/Medical Care Areas

In many schools, where emergency shelters are often located, nurses’ rooms or other types of health care facilities may be provided. These health care facilities should be on an accessible route and have accessible features, including an accessible entrance, an accessible route to the different types of services offered within the medical care unit, turning and maneuvering spaces, and cots or beds that are at a height to which people who use mobility devices can easily transfer.
O. Accessible Portable Toilets

Portable toilets are often used at emergency shelters to supplement permanent toilet facilities. When portable toilets are provided, at least one must be a unit with accessible features that is located on an accessible route connecting it with the shelter. For the entrance to an accessible portable toilet to be usable, there must either be no step or a ramp must be installed that extends extends from the hinge side of the door to at least 18 inches beyond the latch side of the door.

Accessible portable toilets should similar features to a standard accessible toilet stall including an accessible door, side and rear grab bar, clear space next to the toilet, and maneuvering space.
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A person using a wheelchair enters an accessible portable toilet. The unit is positioned to provide a level entry from the accessible route.

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