

Federal Guidance

ADA Best Practices Tool Kit for State and Local Governments, Chapter 7 Addendum 1: Title II Checklist (Emergency Management)

Department of Justice, Civil Rights Division. 2016. Available online at <https://www.ada.gov/pcatoolkit/chap7emergencymgmtadd1.htm>.

This checklist is designed for use as a preliminary assessment of emergency management programs, policies, procedures, and shelter facilities to determine if there are any potential ADA problems. The checklist includes several yes-no questions covering the following topics: General Emergency Management Policies and Procedures; Planning for Emergency Notification and Evacuation; Training First Responders, Staff, and Volunteers; Physical Accessibility in Emergency Shelter Programs; Policies and Procedures in Emergency Shelters; Medical and Social Services; Post-Sheltering Policies and Procedures; and Post-Emergency Repair, Rebuilding, and Resumption of Program Operations. Each section includes follow-up actions to help improve the jurisdiction's programs, policies, procedures.

Bulk Distribution Handbook

American Red Cross. August 2009. Available online at http://schr.ws/hosted_files/cascadesdisasteracademy2016/9f/BulkDistParticipantHandbook.pdf.

This handbook is designed to be a guide for organizations participating in bulk distribution for individuals during a disaster. Bulk distribution provides items essential to basic survival, health, and sanitation as quickly and equitably as possible to those affected by disaster. The methods of distribution are coordinated with other agencies and distribution efforts may be combined.

Design Guidance for Shelters and Safe Rooms

FEMA. May 2006. Available online at <https://www.fema.gov/pdf/plan/prevent/rms/453/fema453.pdf>.

This manual is intended to provide guidance for engineers, architects, building officials, and property owners to design shelters and safe rooms in buildings. It presents information about the design and construction of shelters in the work place, home, or community building that will provide protection in response to manmade hazards. This guidance focuses on safe rooms as standby systems, ones that do not provide protection on a continuous basis.

Disaster-Specific Memorandum of Understanding

FEMA. April 2017. Available online at https://www.fema.gov/media-library-data/1416583062704-86cb8bebe23906b594ce14860d86f8af/Disaster-Specific%20MOU_updated%20weblinks.pdf.

This tool is intended to be a guide in preparing for and writing disaster-specific memoranda of understanding (MOUs) for coordinating environmental/historic preservation (EHP) reviews during disaster recovery. Planners should prepare a disaster-specific MOU to increase communication, collaboration, and transparency among agencies participating in disaster recovery.

Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters

FEMA. November 2010. Available online at https://www.fema.gov/pdf/about/odc/fnss_guidance.pdf.

This document provides planning guidance to state emergency managers and shelter planners that can be incorporated into existing shelter plans to meet access and functional needs in general population shelters. It can assist emergency managers and shelter planners in understanding the requirements related to sheltering children and adults with functional support needs in general population shelters.

Mega-Shelter Planning Guide: A Resource and Best Practices Reference Guide

International Association of Venue Managers, Inc. and American Red Cross. October 2010. Available online at <https://www.fema.gov/pdf/emergency/disasterhousing/mspg.pdf>.

The purpose of this document is to provide public assembly venues, their communities, emergency managers, shelter operators, and the many others who may be involved in a mega-shelter's operation with a comprehensive guide to formulate and implement plans and procedures. The Concept of Operations section of this document includes a detailed list of considerations that planners should review to help develop or improve their plans.

Multiagency Mass Care Task Force Standard Operating Guide (Draft)

Mass Care Task Force. September 2017. Available online at <http://nationalmasscarestrategy.org/wp-content/uploads/2017/12/2017-Generic-Mass-Care-TF-Operational-Guide-v2.pdf>.

Few individuals in the nation have experience coordinating a mass care response at the state or major metropolitan level during a major or catastrophic disaster. With the call in the National Mass Care Strategy for more states to identify a State Mass Care Coordinator, persons assigned this task will be responsible for developing a

capability to respond during such an event. This guide provides generic operational procedures for a mass care task force activated at a state EOC for a large event.

National Incident Management System Guideline for Mutual Aid

FEMA. November 2017. Available online at https://www.fema.gov/media-library-data/1510231079545-1fab7af0e06d89d8c79c7b619e55a03/NIMS_Mutual_Aid_Guideline_20171105_508_compliant.pdf.

The National Incident Management System Guideline for Mutual Aid is designed to help enhance mutual aid efforts by providing stakeholders with common practices and processes for use in mutual aid planning. It provides guidance on different types of mutual aid agreements, the key elements of a mutual aid agreement, and the key elements of mutual aid operational plans used for implementation. This document also describes how to create legal agreements and operational plans to support mutual aid planning.

National Preparedness Goal

FEMA. September 2015. Available online at https://www.fema.gov/media-library-data/1443799615171-2aae90be55041740f97e8532fc680d40/National_Preparedness_Goal_2nd_Edition.pdf.

The National Preparedness Goal defines what it means for the whole community to be prepared for all types of disasters and emergencies. It identifies 32 distinct core capabilities, which both serve as preparedness tools and provide a common language for preparedness activities. The Mass Care Services core capability addresses hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.

Resource Typing Definition for Mass Care Services: Short-Term Shelter (DRAFT)

FEMA. March 2017. Available online at https://www.fema.gov/media-library-data/1494264802106-ba1fb3179987a4a68241d0b66c68f748/NIMS_508_Short_Term_Shelter_MAR212017.pdf.

This document categorizes and describes the specifications of different shelter types. It also addresses the overall function and the composition and ordering specifications of a short-term shelter.

Shelter Field Guide

FEMA, The American Red Cross, et al. 2015. Available online at http://www.nationalmasscarestrategy.org/wp-content/uploads/2015/10/Shelter-Field-Guide-508_f3.pdf

This document provides organizations with a basic overview of shelter operations that will help them to open and manage an emergency shelter. It is designed to be used in the field throughout the sheltering cycle. It also contains information helpful to organizations that may wish to support the operation of a shelter, such as churches, service clubs, or businesses.

Working with the Lesbian, Gay, Bisexual and Transgender Community: A Cultural Competence Guide for Emergency Responders and Volunteers

Human Rights Campaign. 2013. Available online at https://nationalmasscarestrategy.files.wordpress.com/2013/01/emergencyresponders_-_lgbt_competency.pdf.

This publication is directed primarily at local, state, federal, and community organizations that provide services in a community impacted by disaster. It is designed to provide the information necessary to develop culturally sensitive policies and to equip volunteers with the skills necessary to respectfully serve members of the lesbian, gay, bisexual, and transgender community in a disaster. This guide will be most useful as emergency response directors create training programs in advance of disasters. A one-page cultural competence guide is included as part of this guide for use as just-in-time training after a disaster has occurred.

Texas and Local Guidance

Demobilization Plan

Harris County, Texas, Office of Homeland Security and Emergency Management. April 2015. Available online at <http://houstonuasi.com/20150427-demobilization-plan/>.

This is an example of a plan used to demobilize incident personnel. It includes brief guidance for demobilizing resources and returning to normal operation.

Emergency Shelter Recommendations

Texas Department of State Health Services. April 2011. Available online at <https://www.dshs.texas.gov/foodestablishments/pdf/GuidanceDocs/Emergency-Shelter-Recommendations.pdf>.

Shelter management teams can use this checklist to assess facilities that could potentially be used as emergency shelters. It considers the following topics: shelter facilities; linens, towels, and laundry; medical service area; childcare, food service; waste water; water supply; toilet facilities; shower facilities; grounds; playgrounds; safety; and animal care.

Emergency Shelter Sanitation Guidelines

Texas Department of State Health Services. September 2017. Available online at <https://www.dshs.texas.gov/foodestablishments/pdf/GuidanceDocs/Emergency-Shelter-Guidelines.pdf>.

This document is designed to reduce the risks of infections in emergency shelters. It includes a four-step process for cleaning and sanitizing, as well as instructions for making a cleaning solution and guidance for when and how certain surfaces should be cleaned.

Medical Sheltering Response Operating Guidelines

Texas Department of State Health Services. 2013. Available online at <https://www.dshs.texas.gov/commprep/response/1ROG/2013word/ROG-Medical-Sheltering.doc>.

The purpose of this document is to describe the operational program for sheltering and caring for persons with medical needs and to provide policies and procedures for implementing the Texas Department of State Health Services Medical Needs Shelter Plan.

Points of Distribution (POD) Plan

Harris County, Texas, Office of Homeland Security and Emergency Management. February 2017. Available online at <http://houstonuasi.com/20170213-hcohsem-pod-plan>.

This plan outlines how the POD process works. PODs are placed in multiple, centralized locations that are established in the most affected areas after a disaster. These initial points are locations where the general public can obtain life sustaining emergency relief supplies until such time as power is restored and traditional services are in place.

State of Texas Functional Needs Support Services Toolkit

Texas Division of Emergency Management. April 2017. Available online at <https://www.preparingtexas.org/Resources/documents/FNSS%20Tool%20Kit%20v%207.1.pdf>.

This toolkit provides planning guidance for shelter plans. It assists local emergency management and shelter planners in understanding the requirements related to providing disaster-related services to children and adults with and without disabilities who have access and functional needs. The guidance in this document is designed to assist in planning and resource allocation for disaster response. This toolkit provides first responders and emergency management professionals basic information about interacting with Texans with disabilities during a disaster and to identify disability leaders in the local communities.

Other Guidance

Annex 17, Animal Protection (Emergency Support Function #17)

Hillsborough County, Florida. February 2017. Available online at <https://s3-us-west-2.amazonaws.com/uasi-jtti/wp-content/uploads/sites/26/2018/03/07101540/Revised-FINAL-DRAFT-ANNEX-17-091620141-1.doc>.

This annex addresses operations for Hillsborough County's animal protection mission, which is divided into five major components: protecting animals in the pet resources shelter; emergency pet-friendly shelters; animal rescue and recovery operations; establishing temporary animal shelters; and coordinating and managing volunteers. In addition to a concept of operations, this document includes post-disaster mission operating procedures.

Pet Evacuation Shelter Guide for Staff

Hillsborough County, Florida. June 2017. Available online at <http://s3-us-west-2.amazonaws.com/uasi-jtti/wp-content/uploads/sites/26/2018/02/21073239/Staff-Pet-Friendly-Shelter-Plan1.doc>.

This plan was developed for the operation of a cat and dog friendly shelter for Hillsborough County, Florida. It was created through analysis of industry standards for animal shelters and other pet shelter programs throughout Florida, as well as ongoing experience. It includes protocols for volunteers, a facility checklist, suggested resources, and various forms.

Forms, Checklists, Templates, and Other Helpful Tools

Annex C: Shelter and Mass Care Template

Texas Division of Emergency Management. March 2013. Available online at https://s3-us-west-2.amazonaws.com/uasi-jtti/wp-content/uploads/sites/26/2018/02/21073243/C_Shelter-and-Mass-Care-Annex_Sample-Annex.rtf.

Jurisdictions can use this template to develop their Shelter and Mass Care Annex. It includes boilerplate text that can be kept, changed, or deleted as appropriate to the jurisdiction. There are also blank spaces in the document in places where the jurisdiction can personalize the template.

Appendix 3: Reception and Care of Hurricane Evacuees Template

Texas Division of Emergency Management. March 2013. Available online at https://s3-us-west-2.amazonaws.com/uasi-jtti/wp-content/uploads/sites/26/2018/02/21073237/C_Shelter-and-Mass-Care-Annex_Sample-Appendix-3.rtf.

Jurisdictions can use this template to develop the Reception and Care of Hurricane Evacuees Appendix to their Shelter and Mass Care Annex. It includes boilerplate text that can be kept, changed, or deleted as appropriate to the jurisdiction. There are also blank spaces in the document in places where the jurisdiction can personalize the template.

Building Security Checklist Sample

American Red Cross. September 2015. Available online at <https://www.readyrating.org/Resource-Center/Emergency-Planning/building-security-checklist-sample>.

Part of providing a safe environment is dealing with security concerns. This checklist covers some of the procedures that can be incorporated into a safety and security plan. While these procedures are intended for use in a multi-tenant building, many of the principles can be applied to any type of facility.

Congregate Sheltering Documentation Form

Harris County, Texas, Office of Homeland Security and Emergency Management. October 2017. Available online at <https://s3-us-west-2.amazonaws.com/uasi-jtti/wp-content/uploads/sites/26/2018/03/07090239/Congregate-Sheltering-Documentation-Form.doc>.



This form can be used to document information pertaining to the opening of a congregate shelter. This information can be used to determine shelter costs. It also includes information about what may count as eligible costs for federal reimbursement.

Daily Shelter Report

American Red Cross. August 2016. Available online at <http://nationalmasscarestrategy.org/wp-content/uploads/2016/08/DailyShelterReport.pdf>.

This report is designed to collect and relay information. The information is used for planning and reporting. This is not the tool for reporting issues and concerns or for requesting staff, supplies, or support. The form includes instructions and a sample with guidance.

Facility/Shelter Opening & Closing Inspection Form

American Red Cross. February 2015. Available online at <http://nationalmasscarestrategy.org/wp-content/uploads/2016/08/FacilityShelterOpenCloseInspectionForm.pdf>.

This form includes a straightforward yes-no checklist with a list of areas to inspect when opening and closing a shelter.

Initial Intake and Assessment Tool

American Red Cross, U.S. Department of Health and Human Services. June 2008. Available online at <https://s3-us-west-2.amazonaws.com/uasi-jtti/wp-content/uploads/sites/26/2018/03/06102328/Initial-Intake-and-Assessment-Tool2c-ARC.pdf>.

This form is used for interviews conducted at U.S. Health and Human Services facilities. It can be used to ascertain medically relevant information of shelter occupants.

Memorandum of Understanding Sample Templates

Centers for Disease Control and Prevention, July 2013. Available online at <https://www.cdc.gov/cancer/ncccp/doc/samplemoatemplate.doc>.

This simple template includes basic headings with a limited amount of guidance.

Sexual Assault Forensic Examiners, August 2014. Available online at http://www.safeta.org/resource/resmgr/Forms_Library/MOU%20blank.doc.

This template includes boilerplate text that users can manipulate for their purposes. While the template is meant to establish an agreement for sexual assault response teams, the suggested language is generally not specific to that and can be easily changed.

Planning Notes for Annex C: Shelter and Mass Care

Texas Division of Emergency Management. March 2013. Available online at https://s3-us-west-2.amazonaws.com/uasi-jtti/wp-content/uploads/sites/26/2018/02/21073240/C_Shelter-and-Mass-Care-Annex_Planning-Notes.rtf.

These planning notes include prescriptive guidance intended as an aid in developing Annex C. They are not part of the annex and should not be included in the jurisdiction's emergency management plan. In addition to the guidance are two attachments: Sample Facilities Use Agreement template and Sample Memorandum of Understanding for Shelter and Mass Care Activities.

Planning Notes for Appendix 3 to Annex C, Reception and Care of Hurricane Evacuees

Texas Division of Emergency Management. March 2013. Available online at https://s3-us-west-2.amazonaws.com/uasi-jtti/wp-content/uploads/sites/26/2018/02/21073241/C_Shelter-and-Mass-Care-Annex_Planning-Notes_Appendix-3.rtf.

These planning notes include prescriptive guidance and other data specific to reception and care of hurricane evacuees. They are intended as an aid in developing Appendix 3 to Annex C, Reception and Care of Hurricane Evacuees. They are not part of the annex and should not be included in the jurisdiction's emergency management plan.

Shelter Client Sign-In Form

American Red Cross. July 2016. Available online at <http://nationalmasscarestrategy.org/wp-content/uploads/2016/08/ShelterClientSignIn.pdf>.

Shelter managers can use this form to have occupants sign in at the reception table when they enter the shelter and to sign out when they exit it.

Shelter Client Welcome Handout

American Red Cross. July 2016. Available online at <http://nationalmasscarestrategy.org/wp-content/uploads/2016/08/ShelterClientWelcomeHandout.pdf>.

This handout can be provided to individuals and families at the shelter reception or registration area. It provides basic information covering a range of topics that shelter occupants should be aware of.

Shelter Closure Plan Job Tool

American Red Cross. July 2016. Available online at <http://nationalmasscarestrategy.org/wp-content/uploads/2016/08/ShelterClosurePlan.docx>.

This tool provides an organized method of planning the closure of a shelter. The steps and planned actions can be modified by the user to meet the needs of the current operation. Once completed, the plan can be copied and shared groups with a vested interest in the timing and steps associated with closing the shelter.

Shelter Dormitory Registration Form

American Red Cross. August 2016. Available online at <http://nationalmasscarestrategy.org/wp-content/uploads/2016/08/ShelterDormitoryRegistrationForm.pdf>.

This form can be used to collect information about shelter dormitory occupants.

Shelter Opening Plan Job Tool

American Red Cross. July 2016. Available online at <http://nationalmasscarestrategy.org/wp-content/uploads/2016/08/ShelterOpeningPlan.docx>.

This tool provides an organized method of planning the opening of a shelter. The steps and planned actions can be modified by the user to meet the needs of the current operation. Once completed, the plan can be copied and shared with groups with a vested interest in the timing and steps associated with opening the shelter.

Shelter Relocation Plan Job Tool

American Red Cross. July 2016. Available online at <http://nationalmasscarestrategy.org/wp-content/uploads/2016/08/ShelterRelocationPlan.docx>.

This tool provides an organized method of planning the relocation of a shelter from one facility to another. The steps and planned actions can be modified by the user to meet the needs of the current operation. Once completed, the plan can be copied and shared with groups with a vested interest in the timing and steps associated with relocation the shelter.

Shelter Staff Sign In Form

American Red Cross. July 2016. Available online at <http://nationalmasscarestrategy.org/wp-content/uploads/2016/08/ShelterStaffSignInForm.pdf>.

Shelter managers can use this form for staff members to sign in when they enter a shelter and to sign out when they exit it. It includes instructions and sample guidance.

Shelter Visitor Sign-in Form

American Red Cross. July 2016. Available online at <http://nationalmasscarestrategy.org/wp-content/uploads/2016/08/ShelterVisitorSignInForm.pdf>.

Shelter managers can use this form to have all visitors, including the media, sign in when they enter the shelter and sign out when they exit it. It includes instructions and sample guidance.

State Planning Standards Checklist for Annex C, Shelter & Mass Care

Texas Division of Emergency Management. March 2006. Available online at https://s3-us-west-2.amazonaws.com/uasi-jtti/wp-content/uploads/sites/26/2018/02/21073242/C_Shelter-and-Mass-Care-Annex_Planning-Standards-Blank.rtf.

Jurisdictions can use this form to crosswalk their Shelter and Mass Care Annex with state plan requirements.

Unaccompanied Minor and Separated Child Report Form

American Red Cross. July 2016. Available online at <http://nationalmasscarestrategy.org/wp-content/uploads/2016/08/ShelteringUnaccompaniedMinorSeparatedChildReportForm.pdf>.

Shelter workers can use this form to account for unaccompanied minors or separated children found at the shelter. It should be completed as thoroughly as possible. In addition to the form, it includes helpful guidance and definitions.

Training Courses

Community Mass Care and Emergency Assistance (G-108)

FEMA Emergency Management Institute. Available online at <https://www.firstrespondertraining.gov/frt/nppcatalog?courseId=2230#anc-search-results>.

This course provides training for local communities to prepare for and manage mass care and emergency assistance functions effectively. The goal is to prepare community agencies, organizations, and businesses to work together in coordination with emergency management and traditional mass care providers to plan and provide mass care and emergency assistance services to those affected by disaster.

Emergency Support Function (ESF) #6—Mass Care, Emergency Assistance, Housing, and Human Services (IS-806)

FEMA Emergency Management Institute. October 2013. Available online at <https://training.fema.gov/is/courseoverview.aspx?code=IS-806>.

The purpose of this course is to familiarize students with the function and composition of ESF #6—Mass Care, Emergency Assistance, Housing, and Human Services. This course will enable students to describe the overall purpose and scope of ESF #6; identify the supplemental assistance ESF #6 provides to state, tribal, and local governments; identify typical activities accomplished by ESF #6 resources; and describe the types of partnerships formed between ESF #6 and other response agencies and organizations.

Guide to Points of Distribution (IS-26)

FEMA Emergency Management Institute. August 2011. Available online at <https://training.fema.gov/is/courseoverview.aspx?code=IS-26>.

This guide was developed to support the Points of Distribution (POD) overview video and provide an in depth look into the planning, operations, and demobilization stages of a POD mission. The lessons detail the staffing and procedures any state will need to plan for, execute, and shut down POD operations. The guide also includes key lessons such as safety, equipment, and resource accountability and informs the reader about the “Adopt a POD” program being used by the state of Washington.

Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations (IS-368)

FEMA Emergency Management Institute. February 2014. Available online at <https://training.fema.gov/is/courseoverview.aspx?code=IS-368>.

The purpose of this course is to increase awareness and understanding of the need for full inclusion of disaster survivors and staff who are people with disabilities and people with access and functional needs. The course provides an overview of disabilities and access and functional needs and explains how disaster staff can apply inclusive practices in their disaster assignments.

Managing an Evacuation Shelter (XTN073)

Texas A&M Engineering Extension Service. Available online at <https://teex.org/Pages/Class.aspx?course=XTN073&courseTitle=Managing%20an%20Evacuation%20Shelter>.

This course focuses on the duties and responsibilities of the shelter manager, assistant manager, and their workers during the actual operation of the shelter throughout the day and night operational periods. The course will detail successful shelter management based on best practices, actual experience, and lessons learned.

Overview of Mass Care/Emergency Assistance (IS-405)

FEMA Emergency Management Institute. December 2013. Available online at <https://training.fema.gov/is/courseoverview.aspx?code=IS-405>.

This course provides an introduction to mass care and emergency assistance support, with a focus on the whole community, by outlining the importance of collaboration and coordination between government, nonprofit, public, and private sectors.

Sheltering for Disasters (XTN079)

Texas A&M Engineering Extension Service. Available online at <https://teex.org/Pages/Class.aspx?course=XTN079&courseTitle=Sheltering%20For%20Disasters>.

This training includes an overview of job descriptions and duties of the shelter manager, shelter assistant manager, and shelter worker. Relationships and interaction with involved agencies and organizations such as Red Cross, health departments, voluntary organizations active in disaster, food banks, animal care, law enforcement, and others will be discussed.

Helpful Websites

The American Red Cross Ready Rating™

Available online at <https://www.readyrating.org>.

The Red Cross Ready Rating™ program provides a framework designed to help businesses, organizations, and schools become prepared for emergencies; help increase the level of preparedness among individuals and families; and encourage businesses, schools, and organizations to help their local communities prepare for emergencies. The Ready Rating Assessments and Membership Seal make emergency preparedness measurable and visible, bringing concrete elements to an expansive

framework. Additionally, the American Red Cross can provide a number of services to enhance emergency preparedness efforts that your organization undertakes.

National Mass Care Strategy

Available online at <http://nationalmasscarestrategy.org>.

The National Mass Care Strategy website provides a unified approach to the delivery of mass care services by establishing common goals, fostering inclusive, collaborative planning, and identifying resource needs to build the national mass care capacity engaging the whole community, including under-served and vulnerable populations. It focuses on sheltering (including household pets); feeding; distribution of emergency supplies; family reunification services; immediate health, emotional, and spiritual health services, and access to information.