

Objective #11 Shelter Management Demonstrate, or discuss in a tabletop exercise, the adequacy of procedures and/or guidelines, facilities, equipment, and services to provide for the anticipated protective action and sheltering needs of evacuees.

A Basic Intent

Hazardous material incidents often force the evacuation of the surrounding area. When this occurs, responders need to offer assistance to those who were forced from their homes. This Objective should demonstrate how the shelter plan is mobilized and works together with various plan partners to care for those impacted by a chemical release.

B Discussing the Points of Review

1. *Were an adequate number of shelters/reception sites activated in a timely manner in order to care for the number of evacuees involved?*

When it is decided to evacuate, the IC, or designee, needs to mobilize the lead shelter organization (i.e. ARC) who will shelter the evacuees. The IC will need to inform shelter officials on how many persons may be impacted by the evacuation order. The IC should also identify if this scenario will require long-term or overnight housing. The shelters must be located well clear of the hazard area especially if the situation on-scene were to worsen. Each of these concerns will allow the shelter officials to determine which shelter(s) should be opened.

2. *Were procedures and/or guidelines in place in case the shelter's capacity was exceeded or its location had to be changed?*

The lead shelter organization typically has a number of sites available to open as necessary. They should be anticipating when and why the current shelter will no longer support this operation. For example, the shelter may have been too close to the evacuated area. A wind shift may force the evacuation of the shelter itself. Also, the evacuation may go from a daytime event to an overnight situation. This may have more people seeking beds than were originally registered.

3. *Were there sufficient staff and support agencies at the shelter to support operations?*

Initially, the shelter officials should let the IC know how long it will take before a shelter can be opened. This may require responders to setup a temporary reception center where evacuees can go for initial information and instructions until the shelter opens. Once open, the shelter should have sufficient personnel available to meet and register evacuees. There should also be support staff to feed and care for evacuee needs such as human services, local health department, EMS, or mental health personnel.

4. *Did the shelter have adequate communications with appropriate on-site and off-site support agencies?*

Shelter officials should have communications with on-scene personnel and any off-site agencies (EOC, medical facilities, and human service groups) who would support shelter operations. The communications used may include phones at the site or via radio

communications. If these communications are not adequate, the shelter manager should know and demonstrate how to overcome each problem.

5. Was security effectively managed at and around the shelter?

The shelter security should not only prevent disruptions inside the shelter but it also needs to control access from the outside. Evacuees should be directed to a controlled entrance for registration and screening. Shelter managers may decide to use a separate exit to limit possible exposures should someone be contaminated.

6. Was information about the health and physical hazards posed by the released materials shared with shelter officials and evacuees arriving at the shelter?

In the process of opening the shelter, the IC will need to provide the shelter officials some basic information about the incident. Shelter officials should be briefed on what chemicals are involved and what physical/health hazards they pose to the evacuees. The IC should provide information on the likelihood that evacuees were exposed or contaminated by those chemicals. Evacuees may have concerns about what hazards are involved. They may not have completely understood or received this information when evacuated. The shelter should provide information that dispels rumors or reassures evacuees about their safety. This should also include the safety of their belongings, such as pets, cars and homes.

7. Were risks posed by potential contamination adequately considered and addressed, if needed, to protect shelter operations?

The local plan establishes how pre-coordination and collaboration will occur between IC and the lead shelter organization on preventing shelter contamination and ensuring safe operations. The shelter officials should understand how to determine if the evacuees are showing signs or symptoms of being impacted by the materials. Evacuees can then be queried about their exposure concerns as they register or this can be done before they enter the site, if able. Shelter personnel should be instructed on how to safely handle those who are potentially contaminated. Shelter management should contact ICP at any time they feel there is a contamination concern at the shelter.

8. Was information about the incident status updated and shared with shelter officials and evacuees in the shelter?

The IC/EOC should routinely update the shelter on the status of the response. In turn, the shelter's staff should update evacuees on the status of the release. Shelter personnel can also query the IC if they are unsure about the current status or need information to address evacuee concerns. This may include information on how long the evacuation will continue, what precautions are needed when they return, or whether food/water supplies are safe to use. Shelter officials may wish to establish a routine time interval to receive or request updates from the scene/EOC.

9. Did shelter officials demonstrate the ability to screen incoming shelter clients/evacuees for potential chemical contamination or exposure?

Screening is important so that other evacuees, personnel and the shelter are not impacted by secondary contamination or exposure. Procedures should be implemented per lead shelter organization protocol.

10. Were records kept to document resources expended and actions taken?

This documentation is not just about the registration information. The shelter manager should also note hazard-specific information such as the initial precautions and hazards information relayed by the IC, or designee.

11. Were the actions taken based on existing plans and/or operating procedures?

These procedures should be addressed in local plans and procedures and/or guidelines. The LEPC's plan may also address these procedures and/or guidelines or may refer to a lead shelter organization plan. Meanwhile, the county's EOP typically has a chapter that addresses Sheltering operations. Finally, the LEPC's hazard analysis may be used to identify what shelters would be used if there were a release from a fixed facility.

C Exercise Design and Control Issues

The exercise scenario must require responders to evacuate an area surrounding the incident where off-site exposure is likely but not necessarily certain. Also, the chemicals involved should pose an airborne hazard. The Exercise Design Team should then designate a random number of evacuees who were just exposed (but not contaminated) or who are contaminated with signs of illness from their exposure. These individuals will then be scheduled to arrive at the shelter in differing times so shelter operators can address the Points throughout the exercise. This function is different from the role general public can provide under Objective #8 (Population Protective Actions). Those evacuees are not required to be exposed or contaminated, they simply need to evacuate. For this Objective, the evacuees must be exposed to varying degrees.

For Tabletop exercises, the exercise Controller will have to either role play or input the clues as to how the evacuees were exposed. The Controller will randomly input problems to the IC and the shelter officials on the impact to the general public. The Players will need to outline the process used to handle the contaminated victims.

For Functional or Full-Scale exercises a shelter must be established per the lead shelter agency's guidelines- to include deployment of equipment and personnel. The Exercise Design Team will need to secure volunteers to act as evacuees who have been exposed or contaminated. The signs and symptoms can be obvious or Players can wait until they are specifically asked. Symptoms can also be delayed. The evacuees should be staged together with an exercise Controller. The exercise Controller should then randomly release groups and individuals to report to the shelter. Again, evacuees should arrive at staggered times and not all at once.

Since shelters are not activated on a routine basis, the Exercise Design Team should solicit the support of each agency that would provide a service at the shelter. The exercises will then act as refresher training and allow these groups to provide their service in a disaster setting. To make the training useful, there should be sufficient volunteers available to act as evacuees.

D Evaluation Needs and Issues

The Evaluator for this Objective must understand shelter operations and the needs of evacuees. This person can come from groups like the ARC, Salvation Army, or government human service agencies. This person will locate at the activated shelter. If more than one shelter will be activated and evacuees arrive with chemical-related problems at both sites, there should be an Evaluator at both sites.

The Evaluator's focus of the review will be at the shelter, but should also address the

coordination between the shelter and the command system. This coordination may occur between the shelter and either the Command Post or the activated EOC. It should also look at how well the various agencies work together to care for evacuees.

County: _____	Date: _____
Evaluator Name: _____	Evaluation Location: _____
Title: _____	Phone Number: _____

OBJECTIVE 11 SHELTER MANAGEMENT: Demonstrate, or discuss in a tabletop exercise, the adequacy of procedures, facilities, equipment, and services to provide for the anticipated protective action and sheltering needs of evacuees.

POINTS OF REVIEW (Shelter Management)

	Yes	No	N/A
1. Were an adequate number of shelters/reception sites activated in a timely manner in order to care for the number of evacuees involved?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain: _____			
2. Were procedures in place in case the shelter's capacity was exceeded or its location had to be changed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain: _____			
3. Were there sufficient staff and support agencies at the shelter to support operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain: _____			
4. Did the shelter have adequate communications with on-site and off-site support agencies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain: _____			
5. Was security effectively managed at and around the shelter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain: _____			
6. Was information about the health and physical hazards posed by the released material(s) shared with shelter officials and evacuees arriving at the shelter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain: _____			
7. Were risks posed by potential contamination adequately considered and addressed, if needed, to protect shelter operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain: _____			

POINTS OF REVIEW (Shelter Management)

Yes No N/A

8. Was information about the incident status updated and shared with shelter officials and evacuees in the shelter?

Explain:

9. Did shelter officials demonstrate the ability to screen incoming shelter clients/evacuees for potential chemical contamination or exposure?

Explain:

10. Were records kept to document resources expended and actions taken?

Explain:

11. Were the actions taken based on existing plans and/or operating procedures?

Explain:

Recommendations:
