

GUIDELINES AND PROCEDURES

DOCKET NUMBER  
PROD. UTIL. FAC.

50-413/414 02

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# AMERICAN RED CROSS DISASTER SERVICES

I-EP-14

DOCKETED  
USARC

5/3/84

ARC 3074\* AUG. 1976

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Subject: Shelter Management—A Guide for Trainers

### PURPOSE AND PLAN OF TRAINING

The purpose of this training is to assist shelter managers to select, organize, open, operate, and close a Red Cross shelter in time of disaster and to assist them to become acquainted with job responsibilities, role relationships, and the team approach.

The course is designed for persons who might be expected to manage a disaster shelter. Prior to taking this course participants should have completed Introduction to Disaster Services (see ARC 3065) and How the Red Cross Chapter Renders Emergency Assistance to Dis-

aster Victims (see ARC 3066). (The two prerequisite courses may be taught in conjunction with this Shelter Management course.)

### METHODS OF INSTRUCTION

The course should be taught by a team of instructors who have background in shelter management.

Course activities will include instructor presentations, group discussions, use of video tape, and problem solving in small groups. It is suggested that 6 hours be allowed for the instruction of this course.

### COURSE OUTLINE AND INSTRUCTOR PRESENTATION

### TRAINER NOTES AND DISCUSSION GUIDE

#### I. INTRODUCTION

Allow 15 minutes.

If a chapter leadership person, volunteer or paid, is available to introduce the trainer and comment on the value of this training activity, his presence may lend greater prestige to the serious undertaking.

After being introduced or introducing himself, the trainer should tell the class something of his experience and background in disaster relief activities.

Ask class members to introduce themselves to the rest of the class and tell a little about what their Red Cross experience has been and what they expect to gain from the course.

Refer to the folder of attachments that the course participants will work with. Emphasize the necessity of using the materials only when instructed to do so.

Refer to Attachment 1, "Course Outline and Timetable." Review the purpose of the course.

Make announcements about lunch and coffee break schedules, locations of restrooms, and similar information that the class should know about.

Allow 25 minutes.

#### II. KNOWLEDGE A SHELTER MANAGER SHOULD HAVE

In order to successfully carry out the shelter manager's responsibilities in disaster, certain basic knowledge is essential.

\* Supersedes How To Manage a Mass Shelter—A Guide for Trainers (ARC 2208)

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Report of \_\_\_\_\_  
 Date \_\_\_\_\_  
 Witness \_\_\_\_\_  
 Other \_\_\_\_\_  
 Contact \_\_\_\_\_  
 Conf. # ORT \_\_\_\_\_  
 Intervention \_\_\_\_\_  
 Approval \_\_\_\_\_  
 Staff \_\_\_\_\_  
 In the matter of \_\_\_\_\_  
 Docket No. 50-4139-114-01  
 IDENTIFIED  
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 NUCLEAR REGULATORY COMMISSION  
 Official E.H. No. \_\_\_\_\_  
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## COURSE OUTLINE AND INSTRUCTOR PRESENTATION

A mass shelter is defined as a facility adequate to provide temporary shelter for groups of disaster victims unable to continue their living arrangements in separate family units.

An individual shelter is one in which there is an arrangement for a family to reside in an accommodation such as a motel, hotel, apartment, or rental unit.

### V. SELECTION AND DESIGNATION OF A SHELTER

Selection of a suitable shelter should be part of disaster preparedness, and it is recommended that the selecting be done by the Shelter Committee in cooperation with the Survey Committee.

In selecting a good location for a shelter—

- Determine what the potential hazards are for the community.

## TRAINER NOTES AND DISCUSSION GUIDE

Write the definition of each of the types of shelters.

Describe the following situation: The Hurricane Center in Miami has issued hurricane warnings from Brownsville, Texas, to Galveston, Texas, beginning at 6 p.m. this evening. All persons in this area should prepare for winds of 100-140 miles an hour accompanied by high tides.

Ask the following question: What type of shelter would you establish for this situation? Bring up the following points:

- Several predesignated mass shelters should be established for precautionary measures. Precautionary shelters may be opened in advance of a hurricane, rising water, heavy snow storm stranding motorists, etc.
- A shelter may be open for a matter of hours or for a long period of time, such as when there is extensive damage to homes.
- Although mass shelters are not desirable living accommodations for families accustomed to their own homes, the operation of a mass shelter may become necessary so that large numbers of persons can be cared for quickly and effectively.
- It must be remembered that the Red Cross establishes and operates a mass shelter only as an emergency and temporary means of caring for people. Plans are made as soon as possible to close a mass shelter and to reestablish families in their own living quarters.

Allow 30 minutes.

Break the class into small groups to discuss needs to be considered in selecting a shelter location. Each group should select a reporter to report to the total group. Allow 10 minutes for small-group discussion. Use newsprint or blackboard to record the responses from each group. Allow 20 minutes for the total group discussion. When the video tape is available, show the section about selection of a shelter.

Bring up any major points that the group does not.

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## COURSE OUTLINE AND INSTRUCTOR PRESENTATION

## TRAINER NOTES AND DISCUSSION GUIDE

- Consider how adequate a building is in meeting the following requirements:

Appropriate size of building. (Use churches for up to 100 persons; use schools for over 100 persons.)

Enough sleeping accommodations. (40-60 sq. ft. per bed.)

Cooking facilities for the number of victims sheltered. (Each person will need 2500 calories per day.)

Availability of sanitary drinking water. (5 gal. per person per day for all uses.)

Storage areas that can be secured.

Toilet and shower facilities. (1 toilet for every 40 persons.)

Separate rooms available for the elderly, families with children, and nursing and office space.

Recreation area.

Parking.

Proximity to the disaster area.

A building may still be considered adequate if several of the above-mentioned requirements are missing.

Organized lists of characteristics of buildings are useful for assessing potential shelter sites. Such lists (as "Shelter Resource for Disaster"), along with floor plans, are kept on file as a resource for future use.

After suitable structures have been selected for shelters, agreements for their use should be entered into with public officials, organizations, or owners, as applicable. Procedures should be established for obtaining the keys to the building when there is a need to establish a shelter.

## VI. FUNCTIONS WITHIN A SHELTER

**Food Service** functions include preparing and serving full meals and snacks. It may be necessary to have food such as coffee and sandwiches available all night. If the shelter facility is not adequate, food may be prepared elsewhere.

**Emergency Assistance and Counseling** functions include assisting families with emergency needs according to the guide *Family Service—Emergency Assistance to Families* (ARC 3045). The functions also include those of assistance with special disaster needs. Such assistance

Go over Attachment 3, "Shelter Resource for Time of Disaster," with the class.

Allow 30 minutes.

Ask the total group the question: What services do you think may be required in a mass shelter? (Continue to utilize the video tape when available.)

List services on the newsprint or blackboard as they are brought out, and expand on them.