



NORTH CAROLINA STATE SHELTERING GUIDE

North Carolina Emergency Management
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RECORD OF CHANGES

Change Type	Number	Date Posted	Authorized By
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Change – After annual guide review, a change constitutes the least invasive of the three plan management processes and is conducted annually. A change includes but is not limited to variations in phone numbers, office symbols, locations, etc. A change, despite the level of magnitude, requires a record of changes sheet within the guide to be completed.

Update – After annual guide review, if less than 25% of the content within the guide requires a change, an update is constituted. An update could be minor organizational, procedural, and/or situational changes. An update, despite the level of magnitude, requires a record of changes sheet within the guide to be completed.

Revision – After annual guide review, if greater than 25% of the content within the guide requires a change, a revision occurs. A revision constitutes the most invasive level of change to organization, procedure, situation, overall format, and governing policy.

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I. INTRODUCTION

A. PURPOSE

Public sheltering starts locally and is driven by local emergency response and recovery needs. The North Carolina Emergency Management (NCEM) Human Services Branch of the State Emergency Response Team (SERT) coordinates Mass Care resources and support for local sheltering, when requested, and may use its own resources to provide the requested support when available.

As identified in the North Carolina Emergency Operations Plan (EOP), North Carolina Department of Health and Human Services (DHHS) is the lead agency in North Carolina for Human Services. NCEM and DHHS work collaboratively to accomplish Mass Care at the state level upon activation of the SERT. At the local level, county staff such as local departments of social services support local shelter operations.

B. SCOPE

This guide describes some of the options that county or tribal emergency management and state agencies have in terms of sheltering. These shelters can vary in size and are based on the relevant need.

II. AUTHORITIES AND REFERENCES

- American Red Cross, RC View NSS: Shelter Building Short Survey, April 2021.
- American Red Cross, Sheltering Standards & Procedures, July 2016.
- American Red Cross, Hurricane Evacuation Shelter Selection Standards, June 2018.
- Americans with Disabilities Act of 1990, as amended.
- Americans with Disabilities Act of 1990; Title II, Section 35.136: Service Animals.
- Americans with Disabilities Act of 1990; Title III, Section 36.104: Service Animals.

- Americans with Disabilities Act, ADA Checklist for Emergency Shelters, December 2010
- CDC, Access and Functional Needs Toolkit, March 2021
- Civil Rights Act of 1968; Title VIII: Fair Housing Act.
- County Mutual Aid Agreements
- DOJ, ADA Checklist for Emergency Shelters, July 2007
- FEMA, National Disaster Housing Strategy, January 2009.
- FEMA, Planning Considerations: Disaster Housing, May 2020
- Homeland Security Act of 2002.
- Homeland Security Presidential Directive 5.
- National Mass Care Strategy, American Red Cross Shelter Forms.
- NC DHHS, Memorandum of Understanding between the North Carolina Department of Health and Human Services and County Department of Social Services, pursuant to NCGA 108A-74.
- NCEM Access and Functional Needs Toolkit, 2018
- NCEM, Mass Feeding Plan, March 2022
- NCEM, NC CTN Evacuation CONPLAN v.1, March 2022
- NCEM, North Carolina Coastal Region Evacuation and Sheltering Standard Operating Guide, August 2019.
- NCEM, North Carolina State Coordinated - County Hosted Sheltering Annex, February 2024.
- NCEM, Procuring and Requesting Shelter Interpreters Standard Operating Guide, July 2021.
- NCEM, Shelter Accessibility Checklist, October 2023
- NC General Statutes 115C 242(6) Use of School bus for Emergency Management
- North Carolina Emergency Operations Plan, December 2023.

- North Carolina Office of Emergency Medical Services, NC Office of EMS Emergency Operations Plan, Annex G, October 2023.
- Pets Evacuation and Transportation Standards Act of 2006.
- Post-Katrina Emergency Management Reform Act of 2006.
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended, and Related Authorities.
- State of North Carolina, Chapter 27A Sex Offender and Public Registration Programs §14-208.18 Sex offender unlawfully on premises.
- State of North Carolina, Chapter 166A: North Carolina Emergency Management Act.
- State of North Carolina, Chapter 168: Persons with Disabilities.

III. ACRONYMS

- AED: Automated External Defibrillator
- AEMT: Advanced Emergency Medical Technician
- AHIMT: All Hazards Incident Management Team
- CPR: Cardiopulmonary Resuscitation
- DHHS: Department of Health and Human Services
- DMHDDSUS: Department of Health and Human Services, Division of Mental Health, Developmental Disabilities, and Substance Use Services
- DSS: Department of Health and Human Services, Division of Social Services
- EMAC: Emergency Management Assistance Compact
- EMT: Emergency Medical Technician
- eNLC: Enhanced Nurse Licensure Compact
- EOC: Emergency Operations Center
- EOP: Emergency Operations Plan

- FAST: Functional Assessment Support Teams
- FEMA: Federal Emergency Management Agency
- HSSC: Human Services Shelter Coordinator
- IAP: Incident Action Plan
- IC: Incident Commander
- IMT: Incident Management Team
- JIC: Joint Information Center
- LPN: Licensed Practical Nurse
- LTAT: Local Technical Assistance & Training Branch
- MD: Medical Doctor
- MOA: Memorandum of Agreement
- NCDA&CS-EP: North Carolina Department of Agriculture and Consumer Services- Emergency Programs Division
- NCEM: North Carolina Emergency Management
- NCOEMS: North Carolina Office of Emergency Medical Services
- PA: Physician's Assistant
- PHN: Public Health Nurse
- PHP&R: North Carolina Department of Health and Human Services, Division of Public Health, Public Health Preparedness and Response Branch
- PHPNR / PHP&R: North Carolina Department of Health and Human Services, Division of Public Health, Office of the Chief Public Health Nurse
- RN: Registered Nurse
- SCCHS: State Coordinated- County Hosted Shelter
- SEOC: State Emergency Operations Center

- SERT: State Emergency Response Team
- SOS: State Operated Shelter
- SOG: Standard Operation Guide
- SOP: Standard Operation Plan

IV. SITUATION AND ASSUMPTIONS

A. SITUATION

Execution of the North Carolina Sheltering guide is likely to occur during or following catastrophic natural or human-caused incidents. During these events, local jurisdictions and/or North Carolina could experience impacts requiring the need for sheltering of the population.

North Carolina has three types of sheltering options; local sheltering, state coordinated-county hosted sheltering, and state operated sheltering. Each sheltering method is a separate supporting annex within the North Carolina Sheltering Guide.

B. ASSUMPTIONS

Planning assumptions represent information presumed to be true and necessary to facilitate shelter planning. This annex is based on the following assumptions:

1. A significant natural or man-made disaster will cause damages to critical infrastructure, the condemning of residential buildings, and secondary effects which may rapidly overwhelm the capacity and capability of local resources.
2. Disaster survivors will be forced from their homes, and some will not possess the resources or support networks to secure safe accommodations.
3. Coordination for shelter support operations will be accomplished through the SERT in the State Emergency Operations Center (SEOC). Local officials and mass care agencies will relay mass care reports to the SEOC via WebEOC and county situation reports.
4. Local officials will have plans in place to support the basic food, water, and shelter needs of their communities for at least 72 hours.

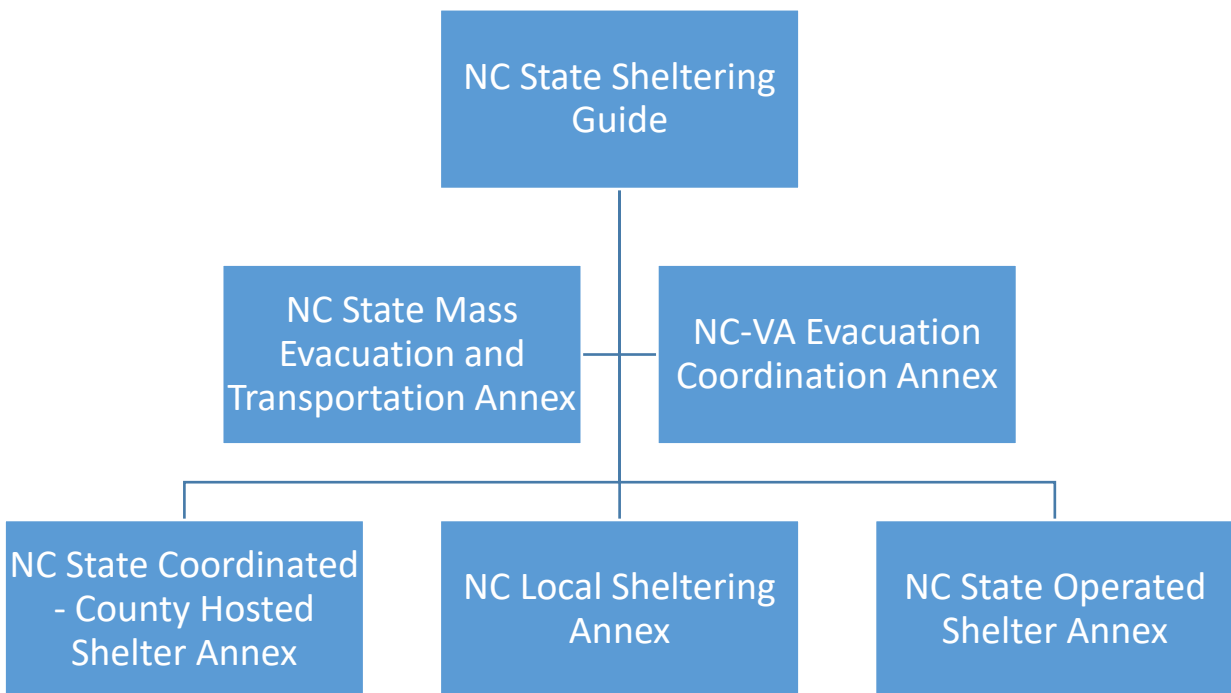
5. Shelters may be run by government agencies, non-profits, or independent organizations.
6. Independent organizations may operate outside the guidelines and awareness of government agencies and SERT partners.
7. Shelters may need to be set up quickly with little or no advance notice.
8. Shelters will have trained staff and volunteers to manage and operate shelter operations.
9. When evacuation is recommended or ordered by local government officials, the majority of those in the impact area will comply; some of these evacuees will require public shelter.
10. Most people who will require sheltering will not arrive at the shelter with a 72-hour supply of essential life-sustaining items.
11. No person seeking shelter will be denied services. If a shelter is unable to provide accommodation, a referral will be made, and the shelter manager will assist in identifying alternatives.
12. Some individuals seeking shelter will have medical, access, and/or functional needs. Some jurisdictions have planned for the provision of access and functional needs support services. Those that have not may require assistance from the state.
13. Damage to primary transportation routes may create difficulties in transporting shelter supplies and staff. Resources may not reach damaged areas until several days after the incident. Pre-incident staging of resources may be required.
14. People may arrive at a shelter with their household pets, assistance animals, and/or service animals. These animals will need sheltering and appropriate care.
15. Although local jurisdictions are responsible for sheltering individuals during localized events, the state may be requested to assist during larger disasters. This applies to disasters affecting vast geographical areas or that require individuals in need of shelters that exceed local capabilities.
16. When State resources are depleted, assistance may be sought from other states and the federal government.

17. The resources and staff requirements outlined in this guide are the ideal standard and may not be realistic or feasible for all incidents.

V. CONCEPT OF OPERATIONS

A. SHELTER GUIDE HEIRARCHY

Below outlines the hierarchy for reference:



The North Carolina Sheltering Guide is a resource that complements the State EOP. This guide and the State EOP are subject to change based on the State’s views and needs under the purview of NCEM.

The North Carolina Sheltering Guide is a framework of numerous annexes to support the sheltering operations across state, local and tribal jurisdictions. The supporting annexes of this guide are not mutually exclusive and can be utilized to benefit the jurisdiction as needed.

B. AGENCY RESPONSIBILITIES**1. NORTH CAROLINA DEPARTMENT OF PUBLIC SAFETY****NORTH CAROLINA EMERGENCY MANAGEMENT**

- a. Coordinate staffing of Incident Management Teams (IMTs) for each SOS. Coordinate IMTs for each SCCHS, if requested by the local jurisdiction.
- b. Coordinate fulfilling SOS staffing and resource needs through the SERT at the SEOC. Resource requests will be entered in WebEOC and shelter locations will be added to the WebEOC Statewide Shelter board.
- c. Coordinate fulfilling SCCHS resource needs following a WebEOC resource request. SCCHS locations will be added to the WebEOC Statewide Shelter board.
- d. Negotiate and secure emergency contracts or vendor agreements for shelter resource requirements and provisions (such as cots, blankets, hygiene supplies, food services, back-up generators, communications equipment, medical equipment) at the time of shelter activation notification or pre-position as applicable.
- e. Coordinate execution of Facility Use Agreements for SOS sites.
- f. Coordinate execution of the host agreements for SCCHS.
- g. Facilitate pre- and post- facility walk-throughs of all buildings designated for SOS or SCCHS. The purpose of this is to ensure physical assessment of the facility and for the recording of any damages in the Facility Use or Host agreement as well as completion of the Red Cross Shelter Survey with the aid of Red Cross Staff and Volunteers.
- h. Establish policies and procedures for financial accounting of all disaster costs incurred and appropriate methods for reporting and requesting immediate need purchasing, or disbursement from or claiming reimbursement from State and or federal public assistance programs.

- i. Facilitate the timely distribution of reimbursements received under the State and or federal public assistance programs to the jurisdictions hosting SOS and SCCHS.
- j. Track and report status of assigned resources.

2. NORTH CAROLINA DEPARTMENT OF ADULT CORRECTIONS

DIVISION OF COMMUNITY SUPERVISION

- a. In collaboration with the SERT, provide support staff to help fill positions related to feeding, dormitory, registration, and security.
- b. Ensure that identified staff complete required American Red Cross shelter training and FEMA Incident Command System training relative to their assigned role.
- c. Track and report status of assigned resources.

3. NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF SOCIAL SERVICES

- a. Provide a DHHS liaison contact for SOS IMTs. This liaison may also provide consultation to the SEOC and coordinate fulfilling resource requests through WebEOC.
- b. In collaboration with the SERT, provide support staff to help fill positions related to feeding, dormitory, and registration.
- c. Ensure staff identified complete required American Red Cross shelter training and FEMA Incident Command System training. Training may be completed online, in-person or just-in-time.
- d. Track and report status of assigned resources.

DIVISION OF HEALTH SERVICE REGULATION

OFFICE OF EMERGENCY MEDICAL SERVICES (NCOEMS)

- a. Provide an NCOEMS liaison contact for SOS IMTs.

- b. Coordinate fulfilling medical resource requests for shelters following a WebEOC resource request.
- c. Ensure that SOS staffing for Healthcare Services including, but not limited to, initial triage, telemedicine coordination, pharmaceutical coordination, dialysis coordination, on-site basic life support and first aid, is accomplished by whatever means practical to include agency personnel, local personnel who volunteer to deploy via NC-OEMS and out-of-state personnel via EMAC.
- d. Ensure that identified personnel complete required training, licensing or credentialing as prescribed by the NCOEMS.
- e. Track and report status of assigned resources.

DIVISION OF PUBLIC HEALTH

PUBLIC HEALTH PREPAREDNESS AND RESPONSE BRANCH (PHP&R)

- a. Provide a PHP&R liaison contact for SOS IMTs.
- b. In coordination with the Office of the Chief Public Health Nurse, DHHS, will work with NCEM to deploy State and Local Public Health Nurses to provide public health nursing support to shelter residents. If needed, public health nurses may be augmented through mutual aid processes.
- c. Ensure that public health nurses staffing the SOS are able to provide nursing services that are consistent with their scope of practice in the local health department, which includes health education, nursing assessment and disease surveillance, infection control, isolation and quarantine, population health and care management.
- d. Ensure that identified personnel complete required training, licensing or credentialing and receive just-in-time-training from the public health nurse in charge of the State Operated Shelter as well as from the designated shelter manager.
- e. Track and report status of assigned resources.

DIVISION OF PUBLIC HEALTH**ENVIRONMENTAL HEALTH SECTION**

- a. Ensure that shelters have been evaluated using the North Carolina Shelter Assessment form prior to shelter opening, and periodically as needed during operation.
- b. Communicate any public health deficiencies within the shelter to the shelter manager and the local health director.
- c. Respond to any public health complaints regarding sanitation, outbreak, or food protection issues within the shelter.
- d. Ensure that identified personnel complete the required training, licensing or credentialing as prescribed by the Environmental Health Section.
- e. Track and report status of assigned resources.

DIVISION OF MENTAL HEALTH DEVELOPMENTAL DISABILITIES, AND SUBSTANCE USE SERVICES (DMHDDSUS)

- a. Provide a DMHDDSUS liaison contact for SOS IMTs.
- b. Coordinate behavioral health professionals and other trained behavioral health workers to:
 - Provide behavioral health triage and behavioral health services.
 - Provide behavioral health case management including medication case management.
 - Monitor and assist shelter staff and residents for acute stress reactions as a result of the crisis or disaster.
 - Provide support and services to mentally or developmentally disabled shelter residents.
 - Assist security as requested in response to disruptive behavior and/or individuals under the influence of substances.

- c. Ensure that agency identified personnel complete required training, licensing or credentialing as prescribed by DMHDDSUS.
- d. Track and report status of assigned resources.

4. NORTH CAROLINA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)

EMERGENCY PROGRAMS DIVISION

- a. Provide a NCDA&CS-EP liaison contact for SOS IMTs.
- b. Work with local government and non-governmental organizations to assist in locating additional companion animal shelter staff for shelters.
- c. Coordinate supply requests for companion animal sheltering at an SOS.
- d. Track and report status of assigned resources.

5. AMERICAN RED CROSS

- a. Provide an American Red Cross liaison contact for SCCHS and SOS IMTs.
- b. In collaboration with the SERT, initial staffing will align with the current Letter of Intent (LOI). Additional staffing must be requested.
- c. Ensure that organization identified personnel complete required American Red Cross shelter training and FEMA Incident Command System trainings.
- d. Provide situational awareness information of SOS, SCCHS, and Local American Red Cross managed shelter operations through provision of situation/status reports/updates to the SERT.
- e. Track and report status of assigned resources.
- f. Engagement of the American Red Cross is determined by the requesting agency and the American Red Cross through standard LOI. The American Red Cross may provide support exceeding terms in the LOI on an as needed, requested, and available basis. A LOI is not required to request American Red Cross services.

- g. Provide sheltering services for local shelters and host shelters, based on current LOI and disaster caused need.

VI. NORTH CAROLINA STATE COORDINATED-COUNTY HOSTED SHELTERING ANNEX

A. OVERVIEW

The SCCHS Annex is explained in two parts. The first discusses how jurisdictions are to set up Host agreements with the State of North Carolina to provide mutual aid sheltering for jurisdictions that do not have the ability or staff to maintain shelter(s) within their jurisdiction. The second part describes the ability for the host jurisdiction to work with multiple jurisdictions to resource and staff a large regional shelter.

B. ACTIVATION/NEED

Host shelters are determined ahead of a disaster through the execution of memorandum of agreements (MOA) between the county or tribe that has available capacity and resources to aid other jurisdictions with sheltering operations. Details regarding MOAs are in the SCCHS Plan. NCEM Human Services Branch activates a MOA with a county or tribe in an unaffected area based on resource requests for sheltering posted in WebEOC by evacuating jurisdictions or jurisdictions without sheltering capacity.

VII. NORTH CAROLINA STATE OPERATED SHELTER ANNEX

A. OVERVIEW

The SOS Annex describes the operational layout for state funded and state operated shelters. These SOS utilize large buildings not already deemed a shelter or being used as a shelter by another entity. NCEM does not keep an active list of SOS locations. Each year NCEM finds likely sites and determines what shelters will be used, based off the most suitable location for shelter selection. State operated shelters are primarily staffed with personnel from the American Red Cross and the Department of Health and Human Services and augmented with support from the SERT. State operated shelter resource materials are developed by both North Carolina Emergency Management and the American Red Cross. Other material may be purchased by NCEM Logistics Purchasing and Contracts Branch or supplied by NCEM Business EOC.

B. ACTIVATION/NEED

The SOS Plan will be activated by NCEM Human Services Branch when there are no longer any Host jurisdictions available to provide a state coordinated - county hosted shelter(s). The primary use of an SOS is when we exceed local capacity. SOS will not be immediately deployed following an incident.

VIII. NORTH CAROLINA LOCAL SHELTERING ANNEX**A. OVERVIEW**

The North Carolina Local Sheltering Annex describes the services and general requirements that are expected from shelters that are established within North Carolina. These include shelter transition, pet sheltering, care for those with access and functional needs, and care for those with medical needs.

B. ACTIVATION/NEED

Activation of local sheltering is up to the discretion of the jurisdictional emergency management entity. However, it is assumed that sheltering will take place when people within your jurisdiction require sheltering following a disaster.

IX. NORTH CAROLINA STATE MASS EVACUATION AND TRANSPORTATION ANNEX**A. OVERVIEW**

The North Carolina State Mass Evacuation and Transportation Annex serves as an overarching guide to evacuations in the state. The main areas of focus for this annex include suggested time frames of evacuation, the roles that local and state agencies play and the use of public transportation for evacuation purposes.

B. ACTIVATION/NEED

Activation of local sheltering is up to the discretion of the jurisdictional emergency management entity. However, it is assumed that evacuations will take place when the jurisdiction or a select area is deemed dangerous for the population. Calls for evacuation are made by the County Board of Commissioners, Tribal Leadership, and or the Governor.

X. NORTH CAROLINA-VIRGINIA EVACUATION COORDINATION ANNEX**A. OVERVIEW**

The North Carolina - Virginia Evacuation Coordination Annex is to describe planning and actions to be taken in order to facilitate the diversion of northbound evacuation traffic flow from northeastern NC via NC 168 into VA to a westbound evacuation route via US 158 west toward interior NC.

B. ACTIVATION/NEED

Activation begins as a result of a hurricane or tropical storm that requires the evacuations of the Outer Banks (Dare, Currituck and Hyde beaches in NC) and or the Southeast evacuation of Virginia resulting in the need to push traffic westward.

XI. DEVELOPMENT, REVIEW, AND MAINTENANCE

This guide will be reviewed or revised annually and/or following any drill, exercise, or real-world event or incident that indicates changes to the guide are necessary. The Human Services Branch will coordinate with shelter partners to review for any updates or changes to the document before making permanent changes to the guide. The final approved draft will be distributed to all shelter partners with a role in the guide, and any other departmental contacts requiring or requesting plan information.

XII. SHELTERING GUIDE SUPPORTING ANNEXES

The Sheltering Guide is supported by numerous annexes designed to highlight the multiple options for sheltering. These annexes are maintained on the NCEM Human Services Drive.

- A. North Carolina State Coordinated - County Hosted Annex
- B. North Carolina State Operated Shelter Annex
- C. North Carolina Local Sheltering Annex
- D. North Carolina State Mass Evacuation and Transportation Annex
- E. North Carolina - Virginia Evacuation Coordination Annex

XIII. ATTACHMENTS

The following attachments contain essential information and supporting documentation regarding the North Carolina Shelter Guide and its accompanying annexes. The attachments are as follows:

- A. Recommended Shelter Staffing Matrixes
- B. Shelter Worker Job Descriptions
- C. Shelter Types
- D. Resource Links
- E. Shelter Accessibility Checklist 2023
- F. NCEM Shelter Support Trailer Inventory

A. RECOMMENDED SHELTER STAFFING MATRIXES

The following tables provide a summary of the recommended minimum and ideal shelter staffing. These tables only include staff assigned to the sheltering function:

1. SHELTER STAFFING – 2 SHIFTS MINIMUM

Shelter Staffing - 2 SHIFTS Minimum		50 CLIENTS		100 CLIENTS		200 CLIENTS		500 CLIENTS		STAFF SHELTER (100-PERSON)	
ROLE		<i>Day</i>	<i>Night</i>	<i>Day</i>	<i>Night</i>	<i>Day</i>	<i>Night</i>	<i>Day</i>	<i>Night</i>	<i>Day</i>	<i>Night</i>
SHELTER MANAGER		1		1		1		1		1	
SHIFT SUPERVISOR			1		1	1	1	2	2		
ADMINISTRATIVE SUPPORT						1		1			
REGISTRATION		1		1		1	1	2	2		
DORMITORY			1		1		1	2	2	1	2
FEEDING/CANTEEN							1	1	2		
INFO (HELP DESK)						1		1	1		
OTHER*									1		
TOTAL		2	2	2	2	5	4	10	10	2	2

Shelter Staffing - 2 SHIFTS Ideal		50 CLIENTS		100 CLIENTS		200 CLIENTS		500 CLIENTS		STAFF SHELTER (100-PERSON)	
ROLE		<i>Day</i>	<i>Night</i>	<i>Day</i>	<i>Night</i>	<i>Day</i>	<i>Night</i>	<i>Day</i>	<i>Night</i>	<i>Day</i>	<i>Night</i>
SHELTER MANAGER		1		1		1		1		1	
SHIFT SUPERVISOR			1		1	1	1	3	3		
ADMINISTRATIVE SUPPORT						1		1			
REGISTRATION		1	1	1	1	2	2	5	5		
DORMITORY		1	1	1	1	2	2	5	5	1	2
FEEDING/CANTEEN				1		1	1	3	3		
INFO (HELP DESK)						1		3	1		
OTHER*								1			
TOTAL		3	3	4	3	9	6	22	17	2	2

2. SHELTER STAFFING – 3 SHIFTS MINIMUM

Shelter Staffing - 3 SHIFTS Minimum		50 CLIENTS			100 CLIENTS			200 CLIENTS			500 CLIENTS			STAFF SHELTER (100-PERSON)		
ROLE	G/A/P	<i>Day</i>	<i>2nd</i>	<i>Night</i>	<i>Day</i>	<i>2nd</i>	<i>Night</i>	<i>Day</i>	<i>2nd</i>	<i>Night</i>	<i>Day</i>	<i>2nd</i>	<i>Night</i>	<i>Day</i>	<i>2nd</i>	<i>Night</i>
SHELTER MANAGER		1			1			1			1			1		
SHIFT SUPERVISOR			1	1		1	1	1	1	1	2	2	2			
ADMINISTRATIVE SUPPORT																
REGISTRATION		1	1		1	1		1	1		3	3	2			
DORMITORY				1			1	1	1	2	2	2	4	1	2	2
FEEDING/CANTEEN									1		1	1	1			
INFO (HELP DESK)											1	2	1			
OTHER*																
TOTAL		2	2	2	2	2	2	4	4	3	10	10	10	2	2	2

Shelter Staffing - 3 SHIFTS Ideal		50 CLIENTS			100 CLIENTS			200 CLIENTS			500 CLIENTS			STAFF SHELTER (100-PERSON)		
ROLE	G/A/P	<i>Day</i>	<i>2nd</i>	<i>Night</i>	<i>Day</i>	<i>2nd</i>	<i>Night</i>	<i>Day</i>	<i>2nd</i>	<i>Night</i>	<i>Day</i>	<i>2nd</i>	<i>Night</i>	<i>Day</i>	<i>2nd</i>	<i>Night</i>
SHELTER MANAGER		1			1			1			1			1		
SHIFT SUPERVISOR			1	1		1	1	1	1	1	3	4	3			
ADMINISTRATIVE SUPPORT								1			1					
REGISTRATION		1	1		1	2	1	2	2	1	5	5	3			
DORMITORY		1	1	1	1	1	1	1	2	2	5	4	5	1	2	2
FEEDING/CANTEEN									1	1		3	3			
INFO (HELP DESK)									1		1	3				
OTHER*																
TOTAL		3	3	2	3	4	3	6	7	5	16	19	14	2	2	2

B. SHELTER WORKER JOB DESCRIPTIONS

Shelter personnel often find themselves in adaptable roles, assuming various responsibilities and positions as required. The following job descriptions outline positions that could be occupied to support shelter operations at state, local, and tribal levels. It's crucial to recognize that while not all these positions are obligatory for shelter functioning, they may be utilized depending on the magnitude of the incident.

Position	Position Description
Human Services Shelter Coordinator	<ul style="list-style-type: none"> • Reports to the NCEM Human Services Branch. • Participates in the SERT Shelter Task Force meetings at the State EOC. • Maintains close communication with the Shelter Incident Commander. • Maintains situation awareness for all SCCHS and SOS. • Works with SCCHS command staff to ensure SCCHS operations have the needed resources to serve shelter residents. • Works with SCCHS command staff to resolve any concerns and/or issues.
Shelter Incident Commander	<ul style="list-style-type: none"> • Reports to the Human Services Shelter Coordinator. • Has clear authority and knowledge of the shelter plan. • Ensures safety at the shelter. • Works with Shelter Operations Section Chief to establish immediate priorities. • Monitors the shelter operations and the effectiveness of the organizational structure. • Approves and implements the Incident Action Plan. • Approves requests for additional resources or the release of resources with guidance from the Shelter Operations Section Chief and Logistics Section Chief.

	<ul style="list-style-type: none"> • Authorizes release of information to the news media. • Staffing preference is for a North Carolina All Hazards Incident Management Team member with experience in shelter operations for an SOS. They may also be used for an SCCHS, if the county or tribe puts in a resource request for an All-Hazards Incident Management Team. If a county or tribe employee is assigned, they should have experience with shelter operations.
<p>Operation Section Chief/Shelter Manager</p>	<ul style="list-style-type: none"> • Oversees all shelter operations. • Maintains close communication with the Shelter Incident Commander. • Provides operational information for the Incident Action Plan. • Ensures all activities within the shelter are coordinated. • Addresses any staffing and/or general shelter operation issues (i.e., staff disagreements, shelter residents that indicate that they must register with the State, etc.). • Interfaces with managing organization. • Reports shelter statistics. • Approves resource requests. • Prefer experience in large-scale shelter operations.
<p>Planning Section Chief</p>	<ul style="list-style-type: none"> • Manages the gathering, analysis, and packaging of shelter information. • Collects and manages all shelter-relevant operational data. • Provides input to the Shelter Incident Commander and Operations Section Chief for use in the preparation of the Incident Action Plan. • Supervises preparation of the Incident Action Plan. • Establishes specialized data collection systems as necessary (e.g., weather). • Reports any significant changes in shelter status.

	<ul style="list-style-type: none"> • Serve as the Resources Unit Leader for shelter staffing. • Staffing preference is for a North Carolina All Hazards Incident Management Team member with experience in shelter operations for an SOS. They may also be used for an SCCHS, if the county or tribe puts in a resource request for an All-Hazards Incident Management Team. If a county or tribe employee is assigned, they should have experience with shelter operations.
<p>Logistics Section Chief</p>	<ul style="list-style-type: none"> • Manages shelter logistics through coordination with the Operations Section Chief and the Logistics Supervisor. • Provide logistics input for the Incident Action Plan. • Identifies anticipated and known shelter services and support requirements through coordination with the Operation Section Chief and Logistics Supervisor. • Enter resource requests in WebEOC for shelter operations, as needed.
<p>Public Information Officer (As Needed)</p>	<ul style="list-style-type: none"> • Identifies trends in media and the outside perception of the Shelter operations. • Works with shelter Incident Commander, Shelter Operations Section Chief, and Jurisdiction Joint Information Center and/or State Emergency Operations Center, Joint Information Center to determine any limits on information release. • Develops information for use in media briefings. • Obtains Incident Commander approval of media briefings. • Conducts periodic media briefings. • Arranges for tours and other interviews or briefings that may be required. • Handles unannounced media and/or high-profile official visits to the shelter. • Provides shelter staff with a comms card that includes an appropriate response to address media when they have unexpectedly approached staff or residents. • Preference for jurisdiction public information officer or North Carolina All Hazards Incident Management Team

	<p>credential with experience in shelter operations if a county or tribe enters a resource request for an all-hazards incident management team. The county or tribe employee assigned should also have experience with shelter operations.</p>
<p>Assistant Shelter Manager/Administration Support</p>	<ul style="list-style-type: none"> • Assists the shelter manager in overseeing day and night-time operations. • Ensure all activities within the shelter are coordinated. • Assists with addressing any staffing and/or general shelter operation issues (i.e., staff disagreements, shelter residents that indicate that they must register with the state, unannounced media visits, etc.). • Assists when requested by Shelter Manager with the reporting of shelter statistics.
<p>Registration Supervisor</p>	<ul style="list-style-type: none"> • Provide oversight of registration operations. • Provides supervision of registration workers. • Attempt to resolve any staffing issues before escalating to the shelter manager. • Notifies shelter manager when issues at the registration area arise (i.e., shelter residents that indicate that they have to register with the state, media shows up unannounced, unaccompanied minors, etc.) • Sets up and maintains registration area.
<p>Registration/Help desk Worker</p>	<ul style="list-style-type: none"> • Sets up and maintains registration area and help desk. • Collects information on each individual seeking shelter through a registration process. • Notifies the registration supervisor when issues at the registration area needs to be escalated (i.e., shelter residents that identify that they must register with the state, media shows up unannounced, unaccompanied minors, etc.). • Refers residents to health and mental health services as needed during the registration process.

	<ul style="list-style-type: none"> • Ensures that shelter residents are signing-in and out when entering and leaving shelter. • Maintains awareness of the shelter population at all times.
Dormitory Supervisor	<ul style="list-style-type: none"> • Provides oversight of dormitory operations. • Provides supervision of dormitory workers. • Attempts to resolve any staffing issues before escalating to the shelter manager. • Notifies shelter manager and security if issues at the dormitory area arise (i.e., illegal drug usage, suspicious behavior, etc.). • Sets up and maintains dormitory area.
Dormitory Worker	<ul style="list-style-type: none"> • Sets up and maintains dormitory area. • Ensure shelter residents have assigned areas for sleeping. • Create and maintain a shelter resident location chart (draw room layout and using post-it notes to indicate location of shelter resident cot assignments) and keep it posted where it is only accessible to shelter workers. • Monitor dormitory area to protect the privacy, safety, and well-being of clients by making sure the dormitory is secure and sanitary. • Enforce the established dormitory rules. • Notifies the dormitory supervisor when issues at the dormitory area arise and need to be escalated (i.e., illegal drug usage, suspicious behavior, etc.).
Feeding Supervisor	<ul style="list-style-type: none"> • Sets up and maintains feeding areas (including a snack and beverage area available 24 hours a day). • Ensures the 24-hour snack and beverage area remains stocked with snacks and water. • Monitor use of snacks and water to plan for reordering. • Maintain inventory of snacks, water, and feeding supplies. Notify feeding manager when supplies are getting low.

	<ul style="list-style-type: none"> • Provide food service delivery during meals (serving food to shelter residents, putting out more food when low, replenishing feeding supplies as they get low, etc.). • Notifies feeding supervisor when concerns and/or issues at the feeding area arise (i.e., shelter resident reports any dietary needs, illegal drug usage, suspicious behavior, etc.). • Will not be responsible for preparing/cooking meals.
Mental Health Supervisor	<ul style="list-style-type: none"> • Provide oversight of mental health operations. • Provides supervision of mental health workers. • Attempt to resolve any staffing issues before escalating to the shelter manager. • Notifies shelter manager and security when needed when issues arise (i.e., illegal drug usage, suspicious behavior, etc.).
Mental Health Worker	<ul style="list-style-type: none"> • Provides psychological first aid to shelter residents and staff. • Arranges for mental health care, as needed. • Arranges for prescription refills, as needed. • Notifies mental health supervisor when concerns and/or issues arise (i.e., illegal drug usage, suspicious behavior, etc.).
Healthcare Services Supervisor	<ul style="list-style-type: none"> • Can be MD/PA/RN/Paramedic. • Responsible for overseeing all medical services operations including assignments of staff and communication with shelter manager about supply needs and medical support needs.
Healthcare Services Coordinator	<ul style="list-style-type: none"> • Can be MD/PA/RN/Paramedic/AEMT/EMT. • Provides coordination with telemedicine, dialysis network and pharmaceutical coordination.
Healthcare Services Worker	<ul style="list-style-type: none"> • Can be MD/PA/RN/LPN/Paramedic/ AEMT/EMT. • Provides on-site basic life support and first aid care for shelter residence.

<p>Public Health Nurse</p>	<ul style="list-style-type: none"> • Responsible for providing nursing services to general population shelter residents that are consistent with their scope of practice in the local health department, which includes: • Health promotion • Responsible for promoting and protecting the health of the shelter population. • Assess for and provide surveillance for infectious disease. • Assist in design and input on shelter layout to promote health. • Implement and design quarantine and isolation protocols or decisions. • Manage and design infection control processes. • Care management of the population. • Required to have current CPR and AED Certification along with unencumbered/ unrestricted NC Registered Nurse (RN) license or approved to practice via the Enhanced Nurse Licensure Compact (eNLC).
<p>Environmental Health Specialist</p>	<ul style="list-style-type: none"> • Responsible for providing shelter assessments prior to opening and periodically as needed during operation. • Will be available as a resource to answer outbreak and illness questions, and address sanitation concerns. • Will be responsible for working with shelter manager to remediate public health issues within shelters.
<p>Functional Assessment Support Team Members</p>	<ul style="list-style-type: none"> • Will have one FAST lead on the team. • Will work with shelter manager, healthcare services supervisor, and mental health supervisor. • Will provide support assessing shelter residents for access and functional needs and determine what resident needs to maintain safety and independence. • When requesting resources, will also work with the shelter Logistics Section Chief in addition to the shelter manager,

	healthcare services supervisor, and mental health supervisor.
Children’s Area Supervisor	<ul style="list-style-type: none"> • Provide oversight of the children’s area operations. • Provide supervision of children’s area workers. • Attempt to resolve any staffing issues before escalating to the shelter manager. • Notifies shelter manager and security when needed when issues at the children’s area arise.
Children’s Area Worker	<ul style="list-style-type: none"> • Register caregiver and child (or children) when dropped off at the children’s area. • Monitor the children’s area to maintain safety. • Ensure that children leave the children’s area with the appropriate caregiver. • Notify the children’s area supervisor of any issues and/or concerns.
Pet Shelter Supervisor	<ul style="list-style-type: none"> • Provide oversight of pet shelter operations. • Provide supervision of pet shelter workers. • Attempt to resolve any staffing issues before escalating to the Shelter Manager. • Work with shelter Logistics Section Chief and shelter manager to obtain items and services needed for pet shelter.
Pet Shelter Worker	<ul style="list-style-type: none"> • Conduct registration of owner and pets. • Monitor pet shelter area to ensure health, safety, and appropriate care of pets by monitoring animal welfare and ensuring pets are being cared for and handled by registered owner or designated caretaker. • Assist registered owner or designated caretaker with animal care as needed. • Report issues and/or concerns to the pet shelter supervisor.

<p>Disaster Spiritual Care Services</p>	<ul style="list-style-type: none"> • Assist disaster clients to utilize their own spiritual resources, values, and faith in the midst of crisis, regardless of one's faith tradition. • Facilitate long-term recovery for clients by providing spiritual and emotional support, and connection to local resources. • Be available for staff who request spiritual care support.
<p>Janitorial Supervisor</p>	<ul style="list-style-type: none"> • Provide oversight of janitorial operations. • Provide supervision of janitorial workers. • Attempt to resolve any staffing issues before escalating to the shelter manager. • Work with shelter Logistics Section Chief and shelter manager to obtain janitorial items.
<p>Janitorial Worker</p>	<ul style="list-style-type: none"> • Maintain cleanliness of shelter by: <ul style="list-style-type: none"> ○ Cleaning and restocking restrooms. ○ Clean showering areas. ○ Disposing of trash throughout facility. ○ Disposing of trash throughout facility. ○ Cleaning the different areas of the facility inside and outside (i.e., dormitory, feeding area, common areas, etc.).
<p>Logistics Supervisor</p>	<ul style="list-style-type: none"> • Works under the Logistics Section Chief of the Shelter IMT. • Provide supervision of logistics workers. • Attempt to resolve any staffing issues before escalating to the Logistics Section Chief. • Work with shelter Logistics Section Chief and shelter manager to determine what items can be procured with jurisdiction p-card and what items need to be submitted as resource requests through WebEOC to the State EOC. • Maintain records of all expenditures made on p-cards if any have been issued to them.

	<ul style="list-style-type: none"> • Maintain records of inventory onsite. • Report any maintenance issues to the shelter Logistics Section Chief and shelter manager.
Logistics Worker	<ul style="list-style-type: none"> • Conduct an inventory count daily and report that count to the logistics supervisor. • Report any maintenance issues to the logistics supervisor. • Unload supplies from trailers by forklift, if certified, or pallet jack. • Perform some heavy lifting, bending, and stooping. • Distribute/resupply functional areas, as needed.
Unsolicited Donation Management Supervisor	<ul style="list-style-type: none"> • Work under the Logistics Section Chief of the shelter IMT. • Provide supervision of unsolicited donations management workers. • Attempt to resolve any staffing issues before escalating to the Logistics Section Chief.
Unsolicited Donation Management Worker	<ul style="list-style-type: none"> • Report to the unsolicited donations management supervisor. • Handle unsolicited donations from the general public that are dropped off at the Shelter. • Reject items that are difficult to distribute, typically clothes.
Security Supervisor	<ul style="list-style-type: none"> • Provide oversight of security operations along with parking and traffic control operations. • Provide supervision of security workers along with parking and traffic control workers. • Attempt to resolve any staffing issues before escalating to the shelter manager. • Work with shelter manager on appropriate resolutions when issues arise (i.e., illegal drug use, other illegal activity).
Security Worker	<ul style="list-style-type: none"> • Monitor all areas of the shelter to ensure safety of shelter residents and staff.

	<ul style="list-style-type: none"> • Report issues to the security supervisor (i.e., illegal drug use, other illegal activity). • At the direction of the security supervisor, implement appropriate actions to resolve issues that arise.
IT Supervisor	<ul style="list-style-type: none"> • Provide oversight of IT operations. • Provide supervision of IT workers. • Attempt to resolve any staffing issues before escalating to the shelter manager. • Work with shelter Logistics Section Chief to procure any needed IT equipment and supplies.
IT Worker	<ul style="list-style-type: none"> • Provide IT support for shelter operations. • Work with IT supervisor to procure needed IT equipment and supplies for shelter operations.
Parking & Traffic Control	<ul style="list-style-type: none"> • Ensure orderly flow of traffic through established ingress and egress routes for shelter parking areas. • Monitor shelter parking areas. • Report all issues and concerns to the security supervisor.

C. SHELTER TYPES

NCEM Human Services has developed this document to clarify general population shelter typing for emergency managers and planners as they conduct shelter operation and support discussions. It will be important for all parties to have a shared reference point and to utilize common terminology when making these agreements.

1. General Population Shelter Definition

General population shelters are places of refuge opened in response to an emergency scenario where food, water, and safety are available for those seeking assistance. Such shelters are open to everyone in the community and allow for overnight accommodations. They may offer a variety of resources and services to residents, including those with access and functional needs and those with limited English proficiency. Such shelters should provide coordination of healthcare services to include medical triage, physical health assessments, and basic life support. Individuals with non-acute/non-infectious healthcare issues that require assistance beyond the scope of a general population shelter should be referred to a medical shelter where they may receive more specialized care.

2. Kinds of General Population Shelters

General population shelters can be divided into three main categories: emergency evacuation shelters, short term shelters, and long-term shelters. Each shelter kind builds upon the qualifications of the kind before it. Shelter kinds are defined primarily by the length of time that they are open and accessible, as well as by what resources and services are available within the shelter. Facility size or square footage does not necessarily dictate shelter kind.

It is important to note that these are recommended guidelines based on best practices developed and exercised by FEMA, the American Red Cross, and other mass care service providers. Not all recommended services or resources will be available or feasible in all emergency scenarios.

a. EMERGENCY EVACUATION SHELTER (CAN BE UP TO 72 HOURS OR GREATER)

Emergency evacuation shelters are the most limited of shelter kinds, as their goal is to provide immediate refuge and basic life-sustaining services to evacuees in the event of a rapid evacuation, or while storm impacts are ongoing. These shelters may be required to open with little to no notice, causing an operational delay for shelter

services that are typically provided in short term shelters. Basic life-sustaining services available at an emergency evacuation shelter should include but are not limited to dormitory (without cots), basic medical care, sufficient sanitation, basic disaster-related information, as well as basic food items, snacks, and hydration for the shelter population, and pet sheltering.

Emergency evacuation shelters offer the least amount of square footage space per resident in the dormitory area, with a recommended 20 sq. ft. per person. This recommendation is made to maximize the number of clients that can be accommodated in the shelter in an emergency. Emergency evacuation shelter operations typically last no longer than 72 hours, or until event or incident impacts have subsided, by which point short-term sheltering operations should be in place. Emergency evacuation shelter operations are not recommended or sustainable beyond 72 hours, as shelter residents will require more robust services and resources than are often made available in an emergency evacuation shelter.

b. SHORT TERM SHELTER (NO LONGER THAN 2 WEEKS)

Short term shelters build upon the capabilities of emergency evacuation shelters, scaling available services and resources based upon the needs of the shelter residents. Additional services offered in a short-term shelter may include but are not limited to transitional services, expanded support for individuals with access and functional needs, mental and behavioral health services, family reunification assistance, limited English proficiency, and general wrap around services such as laundry services, childcare, and pet sheltering.

It is recommended that dormitories in short term shelters offer a cot, blankets, and towels for each resident, and that 40 sq. ft. of dormitory space be provided for each resident. Meals should be offered at least twice per day, with snacks offered as available. Short term shelter operations typically last no longer than two weeks, by which point long term shelter operations should be in place.

c. LONG TERM SHELTER (SHELTERING BEYOND 2 WEEKS)

Long term shelters provide for the extended needs of disaster survivors and continue to build upon the life sustaining services established in emergency evacuation and short-term shelters. These shelters are typically required when larger, more catastrophic

incidents have destroyed communities to such a degree that residents are unable to return home for weeks or months. Due to this lengthy potential, long term shelter operations aim to provide shelter residents with more durable, fixed, or permanent sanitation and wrap around services such as showers and utility providers while they work to recover and transition to more permanent housing solutions.

It is recommended that long term shelters offer a cot, blankets, towels, and pillow to shelter residents staying in the dormitory. Each shelter resident should be provided with 60-80 sq. ft. of dormitory space. A sustainable shelter feeding plan should be in place for shelter residents, allowing for two hot meals throughout the day and a hot or cold breakfast.

3. Access and Functional Needs

Facilities selected for use as emergency shelters, short term shelters, and long-term shelters must be ADA compliant. Additionally, all general population shelter types are expected to offer and provide services to individuals with access and functional needs who seek assistance, in accordance with ADA guidelines. Terms such as “special needs sheltering” are no longer considered best practice, and “special needs shelters” are not a recommended resource or practice.

4. Comparison Table

Below is a table summarizing some of the similarities and differences between shelter kinds. As mentioned previously, specifications listed below are the ideal standard and may not be possible or practical in every event. These are recommendations and not requirements:

Emergency Evacuation Shelter	Short Term Shelter	Long Term Shelter
An accessible facility that provides immediate refuge during rapid evacuations, typically for short durations not to exceed 72 hours.	An accessible facility that provides life-sustaining services for populations displaced by disasters for durations typically not to exceed 2 weeks.	An accessible facility that provides life-sustaining services for populations displaced by disasters for durations typically longer than 2-weeks.

20 sq. ft. per person in dormitory area*	40 sq. ft. per person in dormitory area*	60-80 sq. ft. per person in dormitory area*
<ul style="list-style-type: none"> • 1 toilet per 40 persons. • 1 shower per 72 persons. • 1 hand wash sink per 20 persons. • 5lbs of dry waste disposal capability per person per day. • Laundry capabilities meet demands of 33% of population. • 1.5 Gallons of sewage disposal capability per person per day. 	<ul style="list-style-type: none"> • 1 toilet per 20 persons. • 1 shower per 48 persons. • 1 hand wash sink per 20 persons. • 5lbs of dry waste disposal capability per person per day. • Laundry capabilities meet demands of 33% of population. • 1.5 Gallons of sewage disposal capability per person per day. 	<ul style="list-style-type: none"> • 1 toilet per 20 persons. • 1 shower per 25 persons. • 1 hand wash sink per 20 persons. • 5lbs of dry waste disposal capability per person per day. • Laundry capabilities meet demands of 33% of population. • 1.5 Gallons of sewage disposal capability per person per day.
<ul style="list-style-type: none"> • Cots not recommended for evacuation shelters** 	<ul style="list-style-type: none"> • Cots—1 per person • Blankets—2 per person • Pillows—None • Towels—2 towels and 2 wash cloths per person/per week • Comfort Kits—2 per person/per week 	<ul style="list-style-type: none"> • Cots—1 per person • Blankets—2 per person • Pillows—1 per person • Towels—2 towels and 2 wash cloths per person/per week • Comfort Kits—2 per person/per week
<p>Sufficient food supply and logistics support to provide snacks, hydration, and sanitation for the shelter population.</p>	<p>Sufficient supply and area to feed population using two shifts (seating) per meal, serving two meals plus snacks/hydration to each person per day.</p>	<p>Sufficient supply and area to feed population using two shifts (seating) per meal, serving two meals plus snacks/hydration to each person per day.</p>

* Individuals with access and functional needs, including those who require wheelchairs, lift equipment, service animals, and/or personal assistance services can require up to 100 square feet. This applies in all shelter types but may not be feasible in all situations.

** While cots are not recommended in evacuation shelters, individuals with access and functional needs may require a cot in some situations.

D. RESOURCE LINKS

1. ADA Checklist for Emergency Shelters
<https://www.ada.gov/pcatoolkit/chap7shelterchk.htm>
2. The ADA and Emergency Shelters: Access for All in Emergencies and Disasters <https://www.ada.gov/pcatoolkit/chap7shelterprog.htm>
3. Service animals and assistance animals in shelters
<http://www.adainfo.org/sites/default/files/Service-Animals-in-Shelter-Settings-1.pdf>
4. Show me Booklet: <https://massclearinghouse.ehs.state.ma.us/PROG-EMGPREP/MS2322.html>
5. You can download the Show Me tool to a cellular phone or tablet by going through Apple/Android store – Type in Massachusetts Dept of Public Health Show Me to search for it.
6. I speak Booklet: I_Speak.pdf (ojp.gov)
7. ADA Emergency Planning - <https://www.ada.gov/topics/emergency-planning/>

E. SHELTER ACCESSIBILITY CHECKLIST 2023



On-Going Evaluation of Accessibility in Shelters

Shelter workers and managers can assess as they move about the shelter, and work with the shelter clients. Some of the things they can observe, remedy and/or report to the shelter manager (or designee):

Shelter set-up

- Are cots placed far enough apart with pathways for access by mobility devices (at least 36" wide)?
- If there are steps in any area of the building needing access by individuals served, is there an alternate route, elevator, and/or ramps available and in use.
- Are doors accessible with push button, push bar access?
- Is there a drop off area with clear/flat and unobstructed access to the building with at least a 5-foot-wide aisle?
- Are accessible restrooms/showers available? Is there an accessible route (36" wide) to the restrooms/showers? Is there at least one stall at least 60" wide and 56" deep? Are there grab bars in place and mounted correctly for safety? Is there availability of at least one family use bath/dressing room providing access for individuals needing assistance from family/caregivers?
- Is there an accessible route (36" wide) between the serving area and in between tables in the eating area(s)?
- Is there accessible parking (and if temporary, properly marked)? Are there curb ramps? Are there spaces for accessible vans/trucks using side lifts?

- Is there at least one entrance to the building that is accessible for people with mobility issues with signage identifying the location of the accessible entrance? Is the accessible parking close to the accessible entrance?
- Is there an awareness of sensory issues (lighting, noise, etc.) and a space designated as a quiet room?
- Are the portable bathrooms, showers, and hand washing stations accessible (is the approach free from stones, rubble, steps, tree roots, mud, or loose sand)? Do portable bathrooms have easy access with ramps, including threshold ramps to enter/exit doors? Are showers accessible with roll-in options and easy use with bath chair, if needed? Are bath chairs available?
- Is there designated space (room, privacy screens, etc.) for people to attend to personal activities of daily living with privacy and dignity?
- Is the emergency evacuation route accessible?
- Is there an appropriate area for service and assistance animals to relieve themselves?
- Are there power outlets in areas with clear and easy access to charge power chairs and other assistive technology devices?

Registration

- Is the registration table accessible to those with mobility devices (no higher than 36")?
- Are there additional accessibility items to assist in registration (larger print, magnifiers, Show Me tools, tablets with communication apps, pocket talkers, language lists (e.g., 'I speak' card), etc.)?
- Is there a private area for check-in for those that are fearful of speaking in large crowds?

Shelter Services

- Is there an accessible route (36" wide) to shelter services with accessible signage?
- Is there line management available (alternatives for those with mobility issues who are waiting in line for food/services)?
- Is there a contact list for transportation resources and disability service agencies available?

Communication

- Is there communication accessibility (interpreters for foreign language, ASL; access to Language Lines; information written on whiteboards in simple language; announcements made with PA system; accessibility to internet)?

- Is there easy-to-read signage? Is the signage prominently posted (not in the front of a table), visible, readable, large print with readable font (sans serif fonts recommended)? Use of pictograms in signs (for limited English proficiency and/or those who can't read)?

- If there are television sets in the shelter, is the closed caption function turned on?

F. NCEM SHELTER SUPPORT TRAILER INVENTORY

Inventory may be subject to change. Inventory is current as of the posting of this Guide. Contact NCEM Logistics and NCEM Human Services for the latest.

Master Shelter Support Trailer Inventory

2 Each 48'
Trailers - Badin

Item	Inventory Item#	Unit	Qty p/Unit	Quantity Required	Quantity Loaded	Load Prior	Notes
Water Bottled	42	Pallet	270	4		4	Pallet
Meals Ready to Eat	823	Pallet	576	2		2	Pallet
Shelter Support #2 (PPE)	76	Crate	Misc.	1		1	Crate Shelter Support Items
Infant Formula 19.8 oz	N/A	Case	Case	5		5	Case (Temperature Sensitive)
Blanket, Gray Wool	54	Crate	100	300	300	0	
Blanket, Cotton, Twin	54	Crate	100	300	300	0	
Cot, low profile	8	Crate	50	50	50	0	
Cot, regular	7	Crate	50	450	450	0	
Tables, 6' folding	842	Crate	15	45	45	0	
Chairs, Metal Folding	822	Crate	44	176	176	0	
Shelter Support #1 (Equipment/Office Supplies/PPE)	76	Crate	Misc.	1	1	0	Crate Shelter Support Items

Shelter Support #3 (Cots/PPE)	70/76	Crate	Misc.	5	5	0	Crate w/Bariatric Cots 5 ea.
Shelter Support (Canopies/Cleaning Equip)	81	Pallet	Misc.	1	1	0	Crate Shelter Support w/Canopies 3 ea.
Shelter Support Crate # 1							
Small Refrigerator	N/A	Each	1	1	1	0	
Skilcraft Employee Start- up Office Kit	N/A	Kits	1	6	6	0	
Straws	N/A	Box	1	2	2	0	
6 Outlet Metal Power Strip	N/A	Each	1	4	4	0	
Multipurpose Copy Paper	N/A	Case	1	1	1	0	
Alkaline D Batteries	N/A	Pack	1	4	4	0	
MasterVision 3-leg Display Easel	N/A	Each	1	5	5	0	
Ziploc Quart Storage Bags	N/A	Box	1	1	1	0	
File Storage Box	N/A	Each	1	6	6	0	
Multi-Surface Painter's Tape	N/A	Pack		1	1	0	
No Scratch Scrub Sponges	N/A	Each		10	10	0	
Toilet Paper	N/A	Pack		3	3	0	
Velcro Roll	N/A	Each	1	2	2	0	
Velcro Roll	N/A	Each	1	2	2	0	
Spray Bottle 28 oz.	N/A	Each	1	10	10	0	

Cable Path Tape	N/A	Roll	1	4	4	0	
Can Opener	N/A	Each	1	5	5	0	
Caution Tape	N/A	Roll	1	2	2	0	
Smoke and Carbon Monoxide Alarm	N/A	Each	1	25	25	0	
Outdoor Extension Cord	N/A	Each	1	4	4	0	
Handheld Flashlight	N/A	Each	1	5	5	0	
Traffic Safety Vest	N/A	Each	1	5	5	0	
USB Charger 10-Port 120W	N/A	Each	1	2	2	0	
Lexmark Lazer Printer	N/A	Each	1	1	1	0	
First aid kit, 25 person	N/A	Each	1	3	3	0	
Baby Bottle, 3 pk, 9 oz	N/A	Pack	3	5	5	0	
Face Shields	N/A			5	5	0	
Shelter Support Crate # 2							
Paper Towels	N/A	Roll		10	10		
Bed pan	N/A	Each	1	2	2		
Bed wedge	N/A	Each	1	3	3		
Baby Changing Station	N/A	Each	1	2	2		
Gloves, Box, Size L	N/A	Box	100	3	3		
Gloves, Box, Size M	N/A	Box	100	2	2		

Gloves, Box, Size S	N/A	Box	100	1	1		
Gloves, Box, Size XL	N/A	Box	100	1	1		
Hand Sanitizer, bottle 32 oz.	N/A	Each	1	25	25		
Isolation Gown, Universal	N/A	Each	1	50	50		
Cloth Mask	N/A	Each	1000	1	1		
Ear-Loop Mask	N/A	Each	3000	1	1		
Thermometer	N/A	Each	1	2	2		
N95 Mask	N/A	Each	1	40	40		
Shelter Support Crate #3							
Cot, bariatric	70	Each	1	5	5		
Plastic medical basin	N/A	Each	1	10	10		
Anti-bacterial soap, 7.5 oz, pump bottle	N/A	Each	1	26	26		
Anti-bacterial soap, 50oz, refill	N/A	Each	1	2	2		
Shelter Support Pallet							
Portable Canopy, 10' x 10'	810	Each	1	3	3		
10-quart caddy	N/A	Each	1	5	5		
Mop Bucket Wringer Combo	N/A	Each	1	1	1		
Heavy-duty Floor Sweep and Handle	N/A	Each	1	2	2		

Plastic Lobby Dustpan Combo Kit	N/A	Each	1	3	3		
Wood Handle Complete Wet Mop	N/A	Each	1	2	2		
Brute 10-quart Utility Bucket	N/A	Each	1	6	6		
Trash can Dolly	N/A	Each	1	5	5		
Trash can Lid	N/A	Each	1	5	5		
55 gal. Trash can	N/A	Each	1	5	5		
Personal Hygiene Kits	N/A	Each	1	200	200		