Community Partnerships During Disaster Response: Sheltering with the American Red Cross

A Presentation for the Disaster Recovery Alliance
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American Red Cross of Orange County
Our Responsibility

As outlined in the Federal Charter of the American Red Cross, the Red Cross has a mandated responsibility to provide sheltering to the community in the event of an emergency or disaster, under the National Response Plan (coordinated by the Federal Emergency Management Agency).
The Importance of Our Partners

- Without facilities available, the Red Cross would be incapable of providing sheltering services to the communities which rely on us.
- These relationships create a network of preparedness and support for our communities during times of need.
Shelter Readiness Program

- **Goal of Program**
  - To ensure that there are shelters readily available for use during an emergency or disaster.
  - To identify, assess, secure, and document facilities available for use in times of emergency or disaster.
  - To partner with organizations for the use of their facilities in times of need.
Shelter Partnerships

- Partners include:
  - Cities
  - School districts
  - Universities & colleges
  - Churches
  - Other organizations with large facilities
Models for Sheltering

- Model 1: Red Cross Managed Shelters
  - Traditional Red Cross shelter
  - Utilizes Red Cross volunteers as staff
  - Red Cross plans, organizes, directs, and controls shelter services
  - Red Cross assumes responsibility of costs

- Model 2: Red Cross Partnered Shelters
  - Similar to traditional Red Cross shelter
  - Difference: Utilizes partner personnel as staff
  - Red Cross still plans, organizes, directs, and controls shelter services
Models for Sheltering

- Model 3: Red Cross Supported Shelters
  - Community agency opens and runs its own shelter
  - Community agency organizes, directs and controls shelter services
  - Red Cross provides financial, logistical, material, or technical support as negotiated and needed

- Model 4: Independently Managed Shelters
  - Community agency opens and runs its own shelter
  - Shelter does not abide by the Red Cross Disaster Code of Conduct of service delivery
  - Examples: City-run shelters; shelters in unsafe areas; shelters for those with specific affiliations
# Models for Sheltering

<table>
<thead>
<tr>
<th>Administrative Control</th>
<th>Model 1: Red Cross Managed</th>
<th>Model 2: Red Cross Partnered</th>
<th>Model 3: Red Cross Supported</th>
<th>Model 4: Independently Operated</th>
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</thead>
<tbody>
<tr>
<td>Red Cross</td>
<td>Red Cross</td>
<td>Community Agency</td>
<td>Community Agency</td>
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<tr>
<td>Shield Operations Expenses</td>
<td>Red Cross</td>
<td>Red Cross</td>
<td>Red Cross Assisted</td>
<td>Community Agency</td>
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<tr>
<td>Adheres to Disaster Code of Conduct</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>Red Cross Branding</td>
<td>Red Cross Only</td>
<td>Co-logo: “In Cooperation with Red Cross”</td>
<td>“Supported by Red Cross”</td>
<td>None</td>
</tr>
<tr>
<td>Liability</td>
<td>Shared</td>
<td>Shared</td>
<td>Shared</td>
<td>Community Agency</td>
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Establishing a Shelter

- What is needed to become a Red Cross shelter?
  - Shelter Agreement
  - Shelter Survey
  - National Shelter System record
Shelter Agreement

- Shelter agreements build capacity to support planning and disaster response.
- Agreement is nationally standard.
- Activated if there is a need by the Red Cross and if the partner is *able and willing* to assist.
Shelter Agreement

- Shelter agreement clarifies:
  - How the Red Cross and partner work together
  - What building locations the Red Cross may use for shelter operations
  - The shelter activation process and procedures

- Shelter agreement provides information on:
  - Custodial Services
  - Food Services
  - Shelter Management
  - Security
  - Facility Condition: Inspection
## Potential Shelter Sites

<table>
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<tr>
<th>Red Cross Needs</th>
<th>Criteria</th>
<th>Example</th>
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</table>
| **Space**       | ● Open spaces preferred  
● Shelter spaces of 50 or more people per facility (min. 2,000 square feet)  
● 20 sq ft per person at evacuation center  
● 40 sq ft per person in open space or mega shelter | ● School gymnasiums, recreation centers |
| **Accessibility** | ● Accessible to people with disabilities  
● Parking available for people using shelter and Red Cross | ● Wheelchair accessible entrances  
● Accessible parking spaces next to or near facility |
| **Restrooms & Showers** | ● Restrooms required  
● Accessible to people with disabilities  
● Showers preferred | ● 1 restroom stall per 40 people  
● Gymnasium showers  
● 10% of restroom stalls are ADA compliant |
Shelter Survey

- Definition: An assessment of a facility that could potentially serve as a Red Cross shelter in times of disaster
- Shelter surveys are conducted as a preparedness effort to collect information and data on facilities that could potentially serve as emergency shelters
- Information and data from surveys is documented in the National Shelter System, the Red Cross and FEMA shelter database
- Surveys can take between 30 minutes and 2 hours, depending on the facility
Shelter Survey

- What Happens on a Survey?
  - Surveyors will walk through the facility and record information pertinent to sheltering needs
  - After the walk-through and measuring, the surveyors will “interview” the facility representative to gather information about the facility that was not evident in the walk-through

- Areas surveyors will be looking at:
  - Large, open spaces (min. 2,000 sq ft)
  - Shelter support locations
  - Adjacent rooms, additional space
  - Bathrooms/showers
  - Parking areas
  - Accessibility for functional needs
Shelter Survey

- Information to prepare for shelter team:
  - 24-hour points of contact
    - To authorize use of facility
    - To open facility
  - Utility information
  - Fire systems
  - Emergency generator information
  - Facility maps
Basic Partner Obligations

- Partners are under **no obligation** to activate their facility upon our request.
- Partners do need to supply 24-hour points of contact and means to contact a keyholder to open the facility upon notice.
- Partners are not required to provide sheltering supplies, although we are always welcoming of it.
- Partners are not required to be shelter trained in any capacity, but we encourage them to take advantage of the opportunity.
Basic Red Cross Obligations

- We will compensate for any damages the Red Cross incurs on the facility during its use as a Red Cross shelter.
- The Red Cross always contacts the partner prior to opening the facility as a shelter to request use of the site.
- The partner always has the option to decline if it is not feasible or convenient to use the facility at that time, and the Red Cross will respect their request.
- The Shelter Agreement does not override any prior arrangements the partner may have.
Basic Red Cross Obligations

- The Red Cross is neutral, and shelters operated by the Red Cross are also neutral.
- Preference cannot be given to members of any organization, and all clients affected by disaster will receive equal services by the Red Cross, including sheltering.
- No clients residing in the shelter can get preference above others based on ethnicity, race, religion, affiliation, etc.
Review

- The Red Cross is federally mandated to provide sheltering to the community during times of disaster.
- The Red Cross partners with organizations for the use of their facilities as emergency shelters during times of need.
- Partner agencies sign a Shelter Agreement with the Red Cross that stipulates when and how the facilities can be used.
- Partner agencies allow the Red Cross to conduct a Shelter Facility Survey of their site(s), and enter that information into the National Shelter System database.
- During times of need, the Red Cross may request the use of a partner’s facility, and if the partner is able and willing to assist, the Red Cross will use that facility to shelter those affected by disaster.
Questions?
Comments?
Thank you for your time.

Want more information? Feel free to email!
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