

**OFFICE OF EMERGENCY MANAGEMENT**  
**DICKEY COUNTY NORTH DAKOTA**

**SHELTERING / MASS-CARE Plans overview**

**GOAL**

To provide a temporary, safe environment for **INDIVIDUALS** or **FAMILIES (I/F)** in the time of an emergency rendering normal habitation unsafe or impossible for our citizens until the situation is resolved or other more permanent arrangements can be safely made possible. Provide separate shelter for ill, injured or deceased individuals away from the general population. Provide for mass care needs to include feeding, first aid/medical care, security, crisis counseling and other services.

**ASSUMPTIONS**

1) It is to be assumed that most **(I/F)** entering/leaving the facility will have a residence to go to. History has shown us repeatedly that incidents requiring shelter (lasting over a few hours) are few and far between. The local population **(I/F)** involved in any incident generally choose to go to family residences, rather than to accept shelter. If **(I/F)** choose shelter, it is for less than an hour or they are from out of the area. The majority of all sheltering in Dickey County will fall under this **IMMEDIATE** shelter category.

The **IMMEDIATE** (an hour or so) and **SHORT TERM** (12 hours or less- not needing a team mobilization) plans have been formulated to take care of these types of general incidents. Isolated flooding, power outages (especially during extreme heat or cold periods) structure fires, severe weather events, civil unrest etc.

The **LONG TERM –MASS CARE PLAN** would come into use **only** if a large section of the county was to be involved in something catastrophic such as, generalized heavy flooding, total grid failure or a Tornado in one of our towns which would indicate the need to relocate and shelter a significant number of people for over 24 hours.

**SPECIAL NEEDS** individuals generally shelter in established facilities and are included in their own plan.

2) The current infrastructure for “**TIMELY**” mass public notification is marginal in our county. This further limits our ability to notify our rural population as to current or anticipated situations, the need to and location of shelters, as well as other issues needing immediate public notification (except for those in the immediate incident area itself).

3) **RED CROSS** and other **VOAD** agencies, state and federal assistance are hours away and would be of **NO** immediate help. This facilitates the need to create and maintain our own shelter system in conjunction with trained (local) **CERT** team volunteers.

4) These plans are written assuming **(I/F)** are healthy, self-sufficient and fully functional.

It is further recognized that certain (I/F) will fall under the **SPECIAL NEEDS** criteria due to their functional disabilities, age or other unique requirements. Every effort will be made to identify and accommodate these requirements. See **SPECIAL NEEDS** Protocol for further description.

5) This planning assumes that normal emergency response and operational protocols are in effect. Therefore the injured at the incident will be treated and transported to the appropriate facilities requiring no need for the injured to be sheltered.

Should the incident be considered a mass causality requiring the triage, treatment, and extended care of patients in a sheltered environment, **MASS CASUALTY** and **SURGE** plans will come into effect. See **MASS CASUALTY** and or **HOSPITAL SURGE** Plans for further descriptions.

## **AUTHORITY**

The authority for the implementation of these plans;

- 1) The North Dakota Disaster Act of 1985 North Dakota Century Code (NDCC) 37-17.1
- 2) State Board of Animal Health, Powers Over Contagious and Infectious Disease NDCC 36-01-12
- 3) The ND Department of Health, Communicable Confinement Disease Procedure NDCC 23-07.6

## **ACTIVATION AND NOTIFICATION**

**IMPORTANT NOTICE!** There is NO way to assume even a fifty percent notification of our population in a timely fashion, to activate a shelter, initiate a shelter in place or evacuation of an area due to the following;

- 1) The **EAS** notification system is no longer viable due to cable TV, satellite radio and TV providers (plus it takes an act of congress to activate)
- 2) There are NO local radio stations available to the whole county 24 hours a day
- 3) The **NOAA** all hazard radio only works in the eastern half of the county
- 4) There is NO way to communicate with the general population after siren activations
- 5) There is insufficient manpower to conduct (the rural residences are located to far apart) door to door notifications and or calling by telephone to each resident.

The ONLY means to reasonably alert the population in Dickey County are:

- 1) Activate the **DICKEY COUNTY ALL CALL SYSTEM, DC- PUBLIC INFORMATION RADIO (DC-IR)** which activates with our siren systems. These two systems should reach all responders, our hospital, schools, rest homes and general public using scanners or AM radios. It is hoped that those listening to scanners will pass the message around by phone.
- 2) Door to door notification, if safe, in the affected area
- 3) Selected residential phone contact by **DC-SO**, and or **CERT** volunteers
- 4) **PIO** notification to all radio and TV stations in the region
- 5) Informational roadblocks
- 6) Highway posters and informational signs

The above mentioned are the best means of notification in the area however, they are labor intensive in a volunteer society.

Should the **IC/UC** determine the need to establish a shelter, he/she will notify the **DC-DEM** and open the shelter by any means at his/her disposal. The **DC-DEM** will contact the **COUNTY CERT COORDINATOR** and/or the **LOCAL CERT TEAM LEADER** to implement the **DICKEY COUNTY CERT SHELTER PROTOCOL** for opening and operating a shelter. This shelter will remain in operation until shut down by **DC-DEM** under the direction of the **IC/UC** or transitioned to a **VOAD** shelter operator.

## **LOCAL PUBLIC STAGING AND ASSEMBLY AREAS**

The public should be instructed (see above or by the local community **CERT** Team) to assemble at the local designated community shelter in their town. These shelter/assembly points would allow the local **CERT** team leader to pass on instructions and guidance from the **EOC** to their respective communities.

The local pre-designated and stocked shelters are;

Spring Creek Colony – dinning facility

FORBES- Vets Club

Ellendale- TBC Ray Ulmer GYM

FULLERTON- Threshing Grounds

Maple River Colony- Dinning Facility

## **CERT TEAMS**

All shelters in Dickey County have a **CERT** team with their own supplies and teams to man them. These teams function in their home area and are deployable to other areas of the county as needed.

## **PUBLIC EDUCATION**

Ongoing public information campaigns regarding **I/F** preparedness, emergency information sources, escape routes and or shelter sites are critical to keeping disaster awareness in the fore front of the public's mind. The **CERT** programs as well as other programs aimed at the school aged populations are critical to the success in implementing this as well as all emergency planning.

A public awareness education via the **DC-IR** community information boards, service club presentations, school presentations, The **DICKEY COUNTY WEBSITE** [www.dickeynd.com](http://www.dickeynd.com) website will also address:

- 1) Pet owner responsibility during times of an emergency as well as **THE DICKEY COUNTY PET SHELTER REQUIREMENTS** designed the safety and comfort of those **I/F** who need to shelter in our county. See **DICKEY COUNTY SHELTER PLAN-PETS**
- 2) General guidance of shelter locations, assembly areas and associated requirements
- 3) Special needs shelters locations, preparations and requirements. See **THE DICKEY COUNTY SPECIAL NEEDS PLAN**
- 4) General preparedness guidelines for **I/F** to include preparation of their homes, vehicles, family locator plans, **PET** supplies
- 5) Where to seek and get timely emergency information and guidance during an emergency.

## **PUBLIC – RESPONDER TRAINING**

Increase efforts to advocate public emergency training in areas such as CERT, first aid-cpr, shelter management, communications to include HAM radio etc. All efforts should be geared to increase volunteerism to boost recruitment for FD, EMS and VOAD services.

Whenever possible all drills, exercises in the county as well as with our mutual aid partners, should include as many components of this planning as possible.

## **OPERATIONS AND IMPLEMENTATION**

Shelter plans described below will follow the Dickey County Shelter Protocols for the opening and operation of the shelter.

1) **ONLY** The Dickey County Emergency Manager (DC-EM) or the Dickey County Sheriff's Office (DC-SO), Dickey County Highway Superintendent (DC-PW) or THE CHAIR OF THE DICKEY COUNTY COMMISSION may encumber the County by opening a **COUNTY SANCTIONED** (funded) **LONG TERM SHELTER** [defined as **OVER** 25 hours requiring full implementation and staffing].

2) **INCIDENT COMMAND- UNIFIED COMMAND** (or any of the above) may open an **IMMEDIATE** shelter [Defined as **LESS** than 12 hours], or a **SHORT TERM** shelter [defined as **LESS** than 25 hours] as needed.

The responsibility of shelter operations will fall to **DC-DEM**.

The **OPERATIONS** of the shelter will fall to Dickey County **CERT** per protocol. **CERT** will handle the day to day operations and staffing under the direction of **DC-DEM** See Dickey County Shelter Protocol and **CERT SHELTER OPERATIONS** for further information concerning the above mentioned protocols.

Shelters requiring operations of **OVER 48 HOURS** may require the use of out of county sheltering professionals such as The American Red Cross, Salvation Army etc.

## **AGENCIES**

The **LEAD** agency for **ALL** shelter operations will be Dickey County **CERT** under the direction of **DC-DEM**.

Supporting agencies for **IMMEDIATE** and **SHORT TERM** sheltering:

- 1) Local Public in the area of the incident
- 2) Ministerial Association
- 3) Social Services- Public Health
- 4) DC-PUBLIC INFORMATION OFFICER (PIO)
- 5) Local Schools and Churches
- 6) Local FD-EMS-LAW-PW assets and personnel
- 7) Local veterinarians, County agent, 4H, FFA for animal assistance

## 8) County PIO- local media assets

The State Operations Center will coordinate state and federal supporting agencies for **LONG TERM** sheltering or mass relocation- above with the possible additions of:

- 1) Professional sheltering- disaster aid agencies such as American Red Cross, Salvation Army, Lutheran Disaster League, etc.
- 2) Housing Authority

## BASIC AGENCY RESPONSIBILITIES

### **Phase 1 – Prevention, Mitigation and Preparedness**

#### **EMERGENCY MANAGEMENT**

Identify potential shelters.

Develop mutual aid agreements with facilities.

Recruit and train **CERT** personnel to manage shelters.

Coordinate shelter planning with functional and task coordinators.

Coordinate with the Public Information Officer to develop and disseminate shelter and shelter-in-place awareness information and guidance.

Coordinate with the **CERT** Coordinator to ensure each shelter has a shelter management to address vulnerable populations, medical needs, pets, registration, feeding, per **SHELTER PROTOCOL**.

Continue to amass supplies needed incase of activation

#### **COUNTY EXTENSION AGENT**

Identify temporary pet shelters (such as fairgrounds, stock show barns, etc).

Maintain a list of nearby kennels, animal shelters and veterinary clinics that have agreed to temporarily shelter pets.

#### **COUNTY PUBLIC INFORMATION OFFICER**

Build relationships with local media prior to any event

Be familiar with the basic emergency operations planning prior to any event

Work with **DC-DEM** to develop stock informational message templates for the general public prior to any event

Participate in public preparedness educational activities

#### **MINISTERIAL ASSOCIATION**

Develop and maintain a working relationship with **DC-DEM** prior to any event

#### **DICKEY COUNTY CERT**

Continue to recruit and train more team members

Enhance the capabilities of your local shelter areas  
Enhance and maintain pre-stocked emergency and shelter supplies

## **Phase 2 – Response**

### **EMERGENCY MANAGEMENT**

Assist the setup and operation of the IC/UC Command system  
Establish – Communications- Logistics- Resource management- Shelter operations as needed  
Activate CERT as needed to fill the above mentioned support missions  
Oversee, Document and manage the incident for IC/UC Command

### **DICKEY COUNTY CERT**

Manage IMMEDIATE or SHORT TERM shelters following established protocol  
Coordinate with volunteers to staff shelters.  
Provide meals for shelter residents.  
Provide emergency assistance to victims and or first responders  
Provide family tracking documentation  
Document activities and report regularly to DC-DEM

### **PUBLIC HEALTH**

Coordinate shelter locations with the CERT Coordinator and medical facilities to facilitate patient and family tracking at shelters.  
Assist shelter operators with sanitation issues.  
Assist with medical needs.

### **DICKEY COUNTY SHERIFF'S OFFICE**

Provide traffic control.  
Provide security at designated shelters.

### **COUNTY PUBLIC INFORMATION OFFICER**

Coordinate critical messaging and informational news releases with IC/UC Command  
Establish a Joint Information Center (JIC) and coordinate if needed  
Develop talking points and critical messages  
Inform the media and the public through periodic news releases, public service announcements and or news conferences

### **MINISTERIAL ASSOCIATION**

Provide spiritual counseling to sheltered (I / F)  
Assist with shelter operations as needed

## Phase 3 – Recovery

### EMERGENCY MANAGEMENT

Administer disaster recovery programs  
Conduct after action debriefings  
Rebuild and restock shelter infrastructure as needed

Assist and coordinate damage assessments  
Coordinate cleanup effort

### COUNTY PUBLIC INFORMATION OFFICER

Assist DC-DEM as needed with periodic news releases, public service announcements and or news conferences

### SOCIAL SERVICES- MINISTERIAL ASSOCIATION

Provide crisis counseling services for public and responders as needed  
Coordinate Critical Incident Stress Debriefing (CISD) with voluntary organizations as needed

### PUBLIC HEALTH

Follow up with both responder and– public health post incident health tracking as needed (in case of a hazardous chemical- biologic or nuclear exposure)

# IMPLEMENTATION FLOWCHART

Incident command-Unified command  
DC-DEM , DC-SO ,DC-PW or Commission  
Chairman  
Establishes the need and type of shelter-



DC-DEM  
DC-CERT county coordinator  
Local CERT team  
DC-PIO  
Assess needs- establish location- finds  
manpower  
Opens shelter per protocol



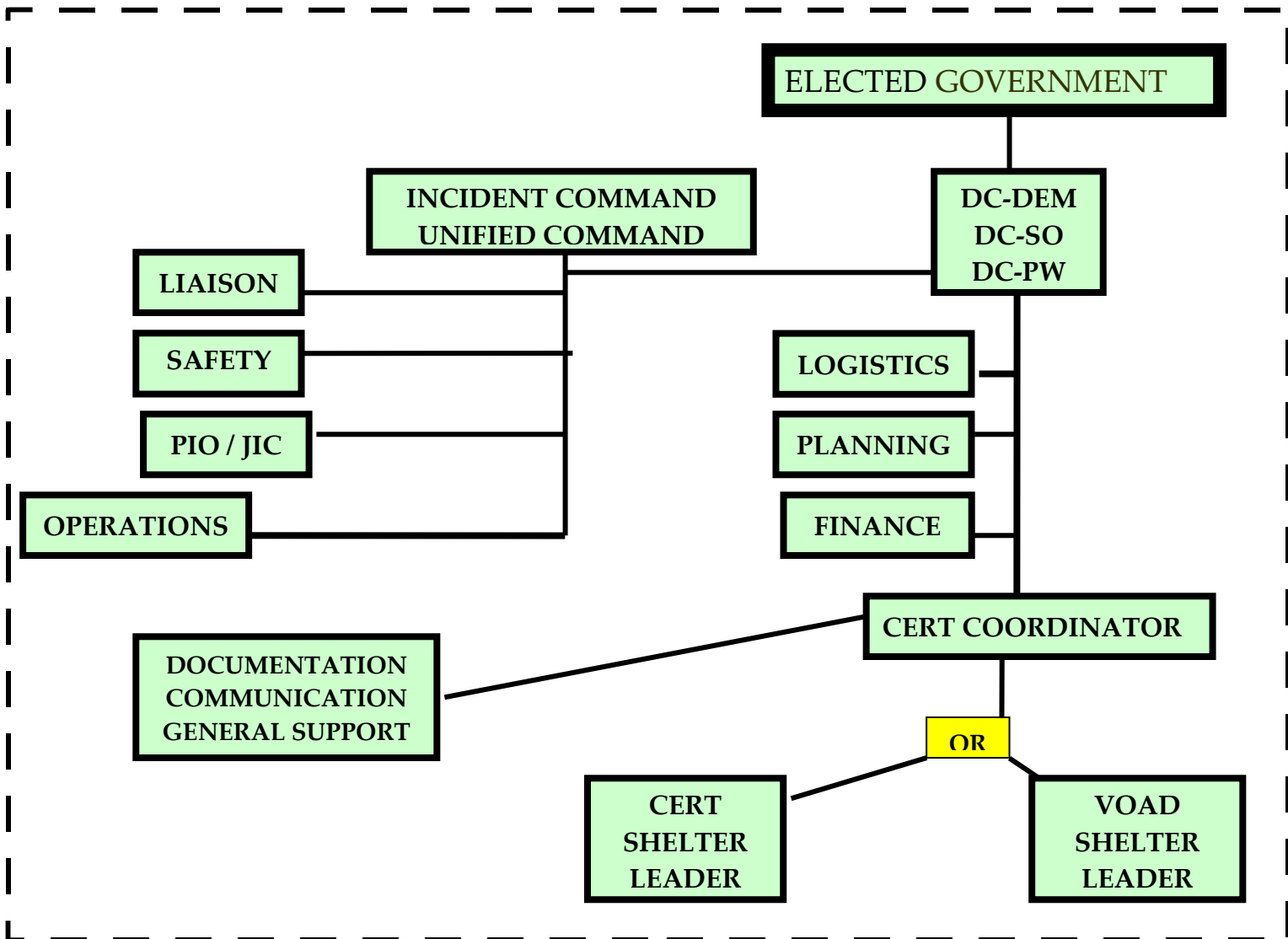
**IMMEDIATE  
OR  
SHORT-TERM**  
CERT operates shelter-  
continuously reassess needs –  
reports to DEM every 12  
hours or sooner if needed-  
  
DEM CLOSES SHELTER  
per protocol at the  
termination of the incident



**LONG TERM**  
Assess the need and availability of outside  
resources  
Transition shelter operations to outside  
agency  
Continuously monitor and support shelter  
Re transition shelter to local control  
  
DEM closes shelter at the termination of the

# Incident organizational chart

*NOTE: **ONLY** The Dickey County Emergency Manager (DC-DEM), or in his absence the Dickey County Sherriff's Office (DC-SO), The Dickey County Highway Superintendent (DC-PW) or THE CHAIR OF THE DICKEY COUNTY COMMISSION may encumber the County by opening a COUNTY SANCTIONED (funded) LONG TERM SHELTER [defined as OVER 25 hours requiring full implementation and staffing] procurement of supplies, emergency hire and or ANY other county liability or financial debt.*



## **SHELTER PLAN DESCRIPTIONS**

Dickey County recognizes the need to provide shelter to all individuals, involved in a life altering emergency, in three basic categories. These categories are based on the time the **Individual or Family (I/F)** would need to be sheltered. This essentially requires three sets of guidelines described as **IMMEDIATE- SHORT TERM-MASS or LONG TERM** sheltering.

### **IMMEDIATE**

Immediate sheltering is defined as providing on scene shelter or assistance to **(I/F)** due to a house fire, gas leak, vehicle break down utilizing emergency vehicles, neighbors homes etc. This type of sheltering is accomplished locally for a few hours. This is sheltering under the direction of the local Incident Commander **(IC)** controlling the incident. This typically requires **NO** special considerations or assets.

Should the incident require sheltering for over night or special considerations due to an identified **SPECIAL NEED** the **(IC)** will contact Dickey County Emergency Management (DCEM) for the implementation of the **SHORT** or **LONG TERM SHELTER** plans. See Dickey County Shelter Locations for the location for the location of community shelters. All shelters will be opened and operated using the **DICKEY COUNTY SHELTER PROTOCOL**. For further information, see **IMMEDIATE SHELTER** plans.

### **SHORT TERM**

If the incident requires overnight provisions, clothing, monetary assistance, **SPECIAL NEEDS** considerations (as described under **SPECIAL NEEDS**) or any other requirements or assets not available to the **(IC)**, the Dickey County Sheriffs Office (**DCSO**) or **DCEM** will activate the **SHORT TERM** shelter plan. These plans are designed for a limited number of **(I/F)** and are designed for basically an overnight stay. For more information, see **SHORT TERM SHELTER** plans.

Trinity Bible College is the Primary location for both **SHORT** and **LONG** term sheltering as per Dickey County Shelter Agreements.

**SPECIAL NEEDS (I/F)** will be housed in local rest homes as per agreements. It is critical that their specialized medication and adjuncts (Oxygen generators, suction devices etc.) accompany them. See **SPECIAL NEEDS** Protocol for further information.

### **LONG TERM –MASS CARE**

If the **(I/F)** requires sheltering for over 25 hours, or individual rooms are not available due to the sheer number of **(I/F)** seeking shelter, will immediately require the initiation of the **LONG TERM** shelter plans. This may require the requesting out of county assets (**VOAD**) to assist in relocating or supporting the continuous needs of the **(I/F)** until the situation is resolved.

See **LONG TERM SHELTERING** plans for further description.

## **MASS CARE SHELTERING**

Immediately initiates the **LONG TERM SHELTERING** plan utilizing the above descriptions and protocol and is designed for sheltering or potentially serving large groups of **(I/F)**. This plan provides for public sheltering, feeding, medical care and public information gathering and dissemination.

As described above, these shelters will be opened and operated using the Dickey County Shelter Protocol until relieved by another agency (**VOAD**) or the situation resolves. For more information, see **LONG TERM/MASS CARE SHELTERING** plans, **CERT SHELTER OPERATIONS**.

**SPECIAL NEEDS** will initially need to be accommodated locally, assessed as to their needs and relocated as manpower and transportation becomes available. See **SPECIAL NEEDS** protocol for further information.

## **POST INCIDENT SHELTER RECOVERY**

When Incident Command/Unified Command determines **(IC/UC)** the situation is safe enough to release the sheltered **(I/F)** they will instruct **DC-EM** to shut down the shelters. The following actions will occur;

- 1) Tracking paperwork will be completed prior to anyone leaving the shelter (see **SHELTER PROTOCOL**) and all paperwork and shelter reports will be turned in to **DC-DEM**.
- 2) All supplies will be assessed and deficits noted to **DC-DEM**
- 3) **DC-DEM** will coordinate an after action debriefing of all staff for identifying any planning, staffing, or supply changes that need to be addressed
- 4) The building will be cleaned and returned to the owner

## **RELOCATION ISSUES**

It is to be assumed that most **(I/F)** leaving the facility will have a residence to go to. In the event the residence is destroyed or damaged sufficiently that the **(I/F)** cannot return, or they have no family in the region, the following options are available.

### **SHORT TERM** (day or two)

- 1) Trinity Bible College may house and feed the **(I/F)** in a dormitory environment on the campus
- 2) Local motels are an available option
- 3) Ministerial Association may have additional housing options and funding assistance resources

### **LONG TERM-MASS CARE** (over a day or two)

- 1) The Red Cross or other **VOAD** agencies may have both housing and financial aid to offer
- 2) Local realtors will know of empty housing possibly available
- 3) Dickey-Sargent Housing Authority may have access to low rent housing
- 4) **ND-DES** may know of temporary housing units available and will coordinate assistance requests for additional housing with other agencies.
- 5) **FEMA** may have temporary housing and funding available

Provide mass care needs to include feeding, first aid/medical care, security, crisis counseling and other services as needed.

**OFFICE OF EMERGENCY MANAGEMENT**  
**DICKEY COUNTY NORTH DAKOTA**

**CERT**

**SHELTER OPERATIONS protocol**

*To be used in an event requiring the emergency sheltering of the public or our response agencies, either temporarily or long term situation. Provide mass care needs to include feeding, first aid/medical care, security, crisis counseling and other services.*

**LOCATION**

**IMMEDIATE/ SHORT TERM**

The short term mass sheltering location will be decided by DICKEY COUNTY EMERGENCY MANAGEMENT (DCEM)-DICKEY COUNTY SHERIFF (DCSO)-OAKES POLICE DEPARTMENT (OPD) as described in the SHELTER ACTIVATION PROTOCOL guidance. (DEM)- will be in charge of the shelters and DICKEY COUNTY COMMUNITY EMERGENCY RESPONSE TEAM (DC CERT) will be the lead operations entity. See IMMEDIATE AND SHORT TERM Guidelines.

**LONG TERM- MASS CARE**

The EMERGENCY OPERATIONS CENTER (EOC) will make the decisions regarding long term (over 48 hours anticipated) sheltering dependant on the number of Individuals / Families (I/F) sheltered and the type of incident. Choices include RED CROSS, Motel vouchers, using available dorm space at TBC. See LONG TERM/MASS CARE .Guidelines

**CHAIN OF COMMAND**

**INCIDENT COMMAND/ UNIFIED COMMAND  
EMERGENCY OPERATIONS CENTER**

Emergency shelters in Dickey County are under the (DEM) or their designated assistant Shelter OPERATIONS is controlled by DC-CERT Coordinator  
Shelter COMMAND will be a DC-CERT team leader (if possible)

**STAFFING**

All shelters will have the minimum staffing on scene, with plans for NO longer than 12 hour shifts:

**CERT**

Leader

Asst Leader

Communications/ documentation

Team member

**OTHER**

EMT-B fully stocked and equipped

EMS trained partner

SECURITY if available

## **OPENING CHECK LIST** Have you:

- Assured scene Safety  Triaged for SPECIAL NEEDS
- Assembled your team
- Safety checked your facility
- Establish communications with Emergency Operations Center
- Assigned local TAC frequency
- Make list of supplies needed- don't forget hygiene supplies
- Inform logistics of your needs early
- Start documentation
- Establish. Accountability sheet for both staff/ public

## **ESTABLISH SHELTER ZONES**

- Locate treatment area for receiving injured (I/F)
- Designate sleeping area
- Designate children's play area
- Designate supply (secure) area- consider loading unloading- food storage
- Designate food service area for serving- eating- coffee- water- snacks-
- Designate trash area-
- Designate temporary morgue area
- Designate smoking area- outside if safe
- Designate public information area to post information- rules- schedules
- Separate area for pets

Upon completion of the basic check list above assign your teams to their tasks and areas of responsibilities. Have a safety briefing and go over the rules of the shelter with your staff to include communications frequencies, anticipated hazards, logistics issues etc.

## **BASIC SHELTER RULES**

Once shelter facilities are opened and filled, shelter occupants will, of necessity, be living in close proximity until termination of the incident and /or they sign out.

In an attempt to forestall problems and to ease the tensions associated with occupying the shelters, a standardized set of shelter rules has been developed. Shelter commanders may expand on these standardized rules as they deem necessary.

The standardized rules are as follows:

- (1) Shelter occupants must remain tolerant of others.
- (2) Shelter occupants will be asked to remain in the shelter until the incident resolves, they sign out with the exception of smoke breaks. Anyone leaving for any reason other than a smoke, requires signing in and out of the shelter recording a designation if possible for (I/F) tracking.

- (3) Radios, TVs, tape players and like devices must not be played in a loud fashion so as to disturb surrounding shelter occupants.
- (4) No smoking within the shelter facility.
- (5) No cursing or loud vulgar talking.
- (6) No pets allowed in the shelter.
- (7) No alcohol or alcoholic beverages allowed in the shelter.
- (8) No weapons are allowed in the shelter.
- (9) No balls or other objects will be thrown inside the shelter.
- (10) No running in the shelter.
- (11) Quiet Time will be observed after 2300 hrs. Radios, TVs, tape players, etc. may be played but only very softly. Conversation will be kept to low tones.
- (12) Parents will not leave children unattended and will not allow children to run around the shelter.
- (13) Occupants are required to keep their areas neat and will properly dispose of trash. Trash bags are available from the shelter commander.
- (14) In the event of utility's failure, immediately notify (EOC). All shelter occupants will stay quietly in their assigned areas and will avoid moving around the shelter. This will allow the shelter management teams to more effectively manage the shelter.
- (15) There is no specific dress code for the shelters; however, occupants are requested to let good taste prevail. Adults must wear shirts, shoes, pants, etc. Dresses for ladies are also acceptable. Sweat suits are acceptable. The following items will not be worn in the shelter: See through or mesh tops, swimming suits, excessively short shorts, underwear as an outer garment, jeans/ trousers with large holes or rips or any unduly revealing garments. Children will also be appropriately clothed.

These are basic common sense rules designed to keep the shelter under control. REMEMBER we are responsible for everything that happens. Shelter staff must be cognizant to the fact displaced (I/F) will be stressed and may not act in normal fashion. Be polite but firm in enforcing the rules and contact Law Enforcement early if problems seem to be developing.

DOCUMENT- DOCUMENT-DOCUMENT...I f you don't write it down you did not do it!!!

## **PAPERWORK DESCRIPTIONS**

Accurate documentation of your operations is critical for re-cooping expenses, Team and public accountability and safety. Should legal issues arise from the operation of your shelter, your paperwork will be the legal history of your operation and may (will be) used in court so write neatly and document everything. The following is guidance on the type of paperwork designed for shelter operations in Dickey County.

### **SHELTER LOG**

*Should be done at EVERY shift change!* This form designates who is working in your shelter, their positions, and the status of your operations (number sheltered, number of injuries treated etc) This form should be sent to the EOC daily.

### **SHELTER REGISTRATION FORM**

*One form per family -or single person sheltered!* This is self- explanatory- have the client fill the top of the form out for basic information. For families, one form is fine, but list the names, sex age of all of the family members. Document any special needs they may have for each family member.

On the bottom of this form is for your use. Document how they arrived (car-bus-walked in-ambulance) Times-medical aid if needed etc. If they leave, you must document the time they left and where they are headed for family tracking i.e. [Left in their car to stay with Aunt Marge in Fargo] this way if anyone is looking for them, and they came thru our system, we can tell folks where they went. If they are transported by ambulance, we also need to know where they are being taken (for the same reason).

### **FAMILY SHELTER LOG**

Clients are encouraged to stay in the shelter other than to smoke. However they are not our prisoners but we are responsible for them when they are in our shelter so if they must leave they must sign out and re-sign in if they come back. This will allow you to keep track of your (I/F) as they enter and leave your facility.

### **EVACUATED POPULATION**

I will be imperative to do the cross referencing above **FAMILY SHELTER LOG** with the data gathered in the field to assure we know where everyone is, and to tract the families which do leave for their loved ones. This form provides information on their destinations, number of family members, vehicle information etc. The information sheet they fill out (on evacuation contact) will provide a phone number for them to call when they arrive or if they have a change of plans.

This information coupled with the information collected with the **EVACUATION REFUSAL** form (see **EVACUATION REFUSAL** form as described under **EVACUATION PLANS**) will be used to help reunite families separated by the disaster.

Following the incident each family must be accounted for as soon as possible

## **DISASTER WELFARE INFORMATION**

In the event the disaster is major enough or is of long enough duration to shift shelter operations to **VOAD** operations, the above information will be **copied** and turned over to said **VOAD** to operate a **DISASTER WELFARE INFORMATION SERVICE**. The **AMERICAN RED CROSS (ARC)** works cooperatively with other agencies and organizations to assist in family reunification efforts.

### **REMEMBER!**

**1) All information gathered from the field or from family shelter logs, belongs to Dickey County and the originals must be retained by DC-DEM. They are a critical part of the legal documentation of the incident or disaster.**

**Only copies may be given to the ARC or any other agency requesting this information. If in doubt clear ALL information releases with DC-DEM.**

**2) Release of all confidential information must be accomplished in accordance with relevant federal, state and local laws, specifically those concerning privacy and confidentially.**

## **SITUATION REPORTS**

A situation report to the **EOC** needs to be done **hourly** updating them as to your status and needs.

Information needed in these situation reports are;

- (1) Number of staff and sheltered (**I/F**)
- (2) Anticipated needs such as food, water, replacement supplies, (toilet paper, hand soap, reading material, blankets etc. Order as early as you can because it will take time to get the supplies to you.
- (3) **SPECIAL NEEDS** such as security, clergy or other councilors, specialized diet requests,
- (4) **ILLNESS- SECURITY CONCERNS**
- (5) Other needs or problems

If you have no changes or problems to report, you still need to check in to provide communications for safety reasons. Remember to document your contacts.

## **SHELTER INCIDENT FORM**

A form is provided for you to document any incident which happens in the shelter or to your operations. Examples of incidents which will need this type of documentation are: injury to a client while being sheltered, disturbance between clients or staff, loss of communications with the **EOC**- power failure during operations, special needs complaints, problems with staff, equipment failure or shortages which cause a problem etc. Please document completely and get witness signatures and statements as necessary. This form needs to be sent to the **EOC** daily.

## PETS

**NO** pets will be allowed in the shelter for any reason. If possible pets in cages may be housed in a separate area from the sheltered population. Trained Assistance animals may stay with their owner; however they must be sheltered away from the general shelter population. Advise **(IC)** immediately upon the arrival of any **(I/F)** presenting to your shelter. See **SPECIAL NEEDS PROTOCOL and DC PET SHELTER PLAN** for more information.

## MEDIA-PRESS

All contact with the press is discouraged. Be polite and advise them that all press reports or information releases must be released thru the **Joint Information Center (JIC)** (if established) or thru the **Public Information Officer (PIO)**. Ask them to wait and immediately contact the **(EOC)**. The **(PIO)** will accompany all approved **PRESS** for filming and do the talking.

**Remember to remind your staff of this policy!**

**Release of all confidential information must be accomplished in accordance with relevant federal, state and local laws, specifically those concerning privacy and confidentiality.**

## INFORMATION CENTER - INCIDENT HOTLINES

The **EOC** will develop an information center location and phone number to be released by the **PIO** for assistance with the following;

- 1) Special possible safety concerns
- 2) Location of cleaning supplies and assistance if needed
- 3) Location of Shelters and Mass feeding, Medical care if needed
- 4) Location or availability of animal services
- 5) Availability of religious or mental counseling services
- 6) Financial assistance- help with immediate needs
- 7) Family or pet relocation assistance
- 6) Any other situational information needed

This **INFORMATION CENTER** will be established in a central area of the shelter and manned by **CERT** personnel (under **DEM**). It will include the "Cleared" (thru **PIO**) Incident information above as well as local shelter information or considerations such as:

Recreation schedules	Child Care services	Transportation schedules	Religious
services	Entertainment	Local and National News papers	
Weather information	Counseling	JOB information	

This information will be made available in the shelter with contact numbers for the supporting agencies involved. See **DISASTER WELFARE INFORMATION** above.

In the event the incident or disaster is of the magnitude as described above, **VOAD** will assume this **INFORMATION CENTER** and **INCIDENT HOTLINE** responsibility.

## **VOLUNTEER LABOR**

Civilians who wish to work in the shelter or support the incident, who are NOT CERT members, need to report to the (EOC) and be signed up per **Dickey County's Emergency Hire Plan** part of the **DICKEY COUNTY RESOURCE MANAGEMENT PLAN**. This is critical to identify individuals who are working for or supporting the incident. This will not only put them on the payroll, but will assure workman's compensations insurance for their protection. For more information, see **DICKEY COUNTY RESOURCE MANAGEMENT PLAN -EMERGENCY HIRE** plan.

## **RELIGIOUS PRACTICE**

Should the shelter need to remain open for an extended length of time, or by request of a sheltered (I/F) the organization of scheduled religious services will need to be established. This will be coordinated thru the **Dickey County Ministerial Association** as will the need of an on-call clergy member for shelter support.

We need to be cognizant of cultural or religious diversity in our country. Every effort should be made to accommodate the needs of (I/F) who present to our shelters. Any special requests which can be met-should be met, if the assets, staff, space etc. are available. Advise the (EOC) if any problems arise for assistance in resolving them.

## **MASS FEEDING**

Incidents requiring the mass feeding in Dickey County for responders, volunteers, or effected public will accomplished in the following manor:

### **IMMEDIATE or SHORT TERM**

Feeding of responders will be accomplished by the entities involved or by their auxiliaries.

If the incident is large with multiple entities involved, or requiring a short term public displacement, or should a shelter need to be opened following the **DICKEY COUNTY SHELTER PROTOCOL**. Mass feeding would be the responsibility **DC-DEM**, This feeding may be accomplished through any combination of fixed and or mobile feeding sites, or bulk food distribution as the incident dictates. Options for IMMEDIATE or SHORT TERM MASS FEEDING include but are not limited to;

- 1) Tasking **CERT** or a **Fire Auxiliary** to make sandwiches and to provide snacks, water coffee etc to the scene.
- 2) Contract with a local restaurant for **BOX LUNCHESES** to be either picked up or delivered to the scene
- 3) Contract **SPRING CREEK COLONY** or **MAPLE RIVER COLONY** to make and deliver **BOX LUNCHESES**
- 4) Provide meal vouchers to a local restaurant for displaced I/F
- 5) Contract a local church group to provide meals at a fixed location
- 6) Contract with a school to provide meals at a fixed location

## **SPECIAL NEEDS- ELDERLY- SHUT IN**

Meals will be delivered to “identified” elderly, shut-ins or **SPECIAL NEEDS I/F** on a case by case basis as needed. List of the pre-identified senior citizens can be attained through the Dickey County Senior Citizens Centers covering the effected area. **SPECIAL NEEDS I/F** may be identified by utilizing the **DICKEY COUNTY SPECIAL NEEDS VOLUNTARY REGISTRATION** database.

Sources for delivery of these meals include, but are not limited to;  
Existing SENIOR CITIZEN CENTER EMPLOYEES, CERT or church volunteer groups.

### **REMEMBER!**

**All receipts and or charges need to be provided to DC-DEM in a timely fashion along with sign-in sheets listing the names and addresses of all ELDERLY, SPECIAL NEEDS and or SHUT INS fed as well as all costs incurred.**

## **MASS FEEDING STANDARDS**

Every attempt should be made to prepare the food in the most sanitary means possible following the standard guidelines of sanitation you are capable of under field conditions.

Every attempt should be made to prepare the food in controlled sanitary environments and bring it to the field to be served rather than assembling and preparing said food in the field.

Feeding operations will be based on sound nutritional standards and will strive to include the accommodations of special religious or dietary requirements of disaster victims, responders and volunteers to the best of our ability to do so.

### **REMEMBER!**

**All receipts and or charges need to be provided to DC-DEM in a timely fashion along with sign-in sheets listing the names and addresses of all I/F , responders and volunteers fed.**

## **LONG TERM SHELTERING – MASS CARE FEEDING**

If the disaster meets the requirements of **LONG TERM** sheltering (over 24 hours) or the sheer number of sheltered **I/F** negates the ability of simple solution feeding, The **VOAD** must immediately be called and tasked with the shelter operations to include **MASS FEEDING, BULK FOOD DISTRIBUTION** etc.

The shelters must be open and staffed by **CERT** per this plan following all of the guidance herein and operated to the best of our capabilities until such a time the **VOAD** transitions the shelter and all of its operations to its control.

## **BULK FOOD DISTRIBUTION**

Sites will be established, as needed, within the affected area for the distribution of emergency relief supplies. Items and locations for distribution will be determined by the **IC /UC** based on the urgent or projected needs of disaster victims, supplies on hand, manpower available and security considerations.

These distribution sites may be combined with service sites to help with man power and security issues as needed. **VOAD** will be in charge of the organization of the sites with support of **DEM, CERT, DC PW** and **LAW** as needed.

The goal is to provide for the essential items to victims and responders in a secure environment, in areas where commercial trade is inoperative or insufficient to meet the emergency needs of the victims.

## **HOUSEHOLD GOODS AND SUPPLIES**

These sites will distribute not only food and commodities but may also distribute other essentials such as warm clothes and coats in the winter, bedding and basic household needs to the victims.

This bulk distribution project will be operated by the **VOAD** with logistical help from **DC PW, CERT**, as needed (trucks, manpower etc.) and security coordinated by the Dickey County Sherriff.

Information on locations, times and methods of receipt will be coordinated through the **PIO/JIC** using the established public information methods as described earlier in this plan. See **DC COMMUNICATIONS PLAN** for more information.

## **SERVICE SITES**

Service sites may be created, as needed, at the discretion of the **IC** and or **VOAD** to provide such services as crisis counseling, long term recovery services, volunteer registration, spiritual counseling, first aid/medical services and to provide any other needs identified by the **IC, DEM** or **VOAD**.

During the disaster operations period these sites may be located and operated concurrently with the distribution, mass feeding or shelter sites or in separate locations as logistical and security concerns dictate.

Service sites will most likely remain in operation long after the shelters are closed to assist in the long term recovery of the incident.