Emergency Shelter Staff Training
Instructor Introductions

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  Department of Emergency Management

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  Associate Director
  Department of Recreational Sports

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  Assistant Director, Risk Management and Aquatics
  Department of Recreational Sports
Course Agenda

- UF Shelter Background
- Personal Disaster Planning
- Shelter Basics
- Shelter Operations at UF
  - Mobilizing
  - Opening
  - Operating
  - Closing
  - Demobilizing
Welcome to Florida

We are here
UF Shelter Historical Background

2004 – Hurricanes: Charlie, Francis & Jeanne
• UF shelters opened under American Red Cross Management
• Shelters were not centrally planned and managed at the University level
• Communicated out as general population shelters (UF, Alachua County citizens and any others)

2016 – Hurricane Matthew
• UF successfully staffs and manages emergency shelter in the J.W. Reitz Basement
Current Process

• University Emergency Operations Center coordinated
• Unified planning congruent with the Comprehensive Emergency Management Plan’s Shelter Annex Document
• Managed by UF trained personnel and staff
• Shelters open to UF students, faculty and staff and their families only
Create a Personal Disaster Plan for your Family & Friends!

• You and your loved ones should have a Personal Disaster Plan, especially if needed during a disaster as an employee.

• Resources:
  http://flgetaplan.com/
  http://www.ready.gov/make-a-plan
  https://emergency.ufl.edu/preparedness/
Family Preparedness Recommendations:

- Copy of important papers & financial documents
- Spare mobile device chargers
- Medications / First Aid Kit / Scripts
- Cash
- Full tank of gas
- Battery / Self powered radio
- Water and Food
  - 1 gallon per day per person (3-7 days)
  - Shelf-stable food (3-7 days)
Don’t Forget Your Pets!
Shelter Realities

• Provide a safe place for people to stay during an emergency, with access to minimal types of support and information.

• Lifeboat **NOT** the Loveboat.
  • UF is not able to provide bedding, privacy or many day-to-day comforts at a shelter

• Running a shelter requires a skilled team of people (like you) who are ready to help.

• Be prepared to manage pre-existing guest expectations

• Flexibility is key
General Shelter Types - Definitions

• **Risk / Hurricane Shelter**
  - Used for protection from storm impacts
  - **Sustained winds** forecast to be above tropical storm force (39 mph) for the campus and the surrounding community.
  - ARC (American Red Cross) 4496, Standards for Hurricane Evacuation Shelter Selection and/or the Florida Building Code Section 423.25 (Public Shelter Design Criteria) are the criteria for selecting risk shelters.

• **Host Shelter**
  - Employed when tropical storm force (39 mph) winds are **not forecast** to impact campus or the surrounding community.
  - Host shelters may be opened for a variety of events that displace evacuees from outside or within Alachua County.
General Population vs. Special Needs Shelters

• Florida law states that Counties are statutorily responsible for the operation of General Population Shelters.

• Where does UF fit?
  • UF sheltering operations are not intended to handle Special Needs sheltering, quarantine or isolation sheltering, or pets.
EHPA Shelters – Code Requirement

Florida Building Code Section 423.25

Enhanced Hurricane Protection Area (EHPA) is required by all new educational facilities unless a waiver is received.
UF Shelter Sites

• EHPA building standard shelters
  • Straughn IFAS Extension Professional Development Center (Building # 484)
  • Steinbrenner Band Hall (Building #110)
  • Reitz Union Basement Level

• Retrofitted and equipped after engineering study and State shelter guidance reviewed
  • Southwest Recreation Sports Facility (Building # 316)
  • J. Wayne Reitz Union Second Level (Building # 686)

• Stephen C. O’Connell Center (Building # 94)
  • Host shelter only (or others if needed)
Sheltering at the University of Florida

- Targeted guests of UF shelters are students, faculty, staff and their families who reside off-campus and have no other options available.
  - On campus students should stay in student housing unless accompanying shelter guests
- UF’s operations are intended to augment those of the community as directed by the Alachua County Division of Emergency Management and required by Florida Statutes chapter 252.385.
- Shelter information will be communicated out ahead of opening by University Relations
Shelter Overview
<table>
<thead>
<tr>
<th>Room Number</th>
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<tbody>
<tr>
<td>101</td>
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<tr>
<td>1450</td>
<td>4822</td>
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</table>
Stephen C. O’Connell Center
Stephen C. O’Connell Center
<table>
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<th>Room Number</th>
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<tr>
<td>G005</td>
<td>3261</td>
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<tr>
<td>Total</td>
<td>3261</td>
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</tbody>
</table>
Steinbrenner Band Hall
Building 0316 – Southwest Recreation Sports Facility

- Risk Capacity (20 square foot) = 1837
- Host Capacity (50 square foot) = 734

<table>
<thead>
<tr>
<th>Room Number</th>
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</thead>
<tbody>
<tr>
<td>0101</td>
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<td>0195</td>
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<td>0198</td>
<td>5560</td>
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<tr>
<td>C1991</td>
<td>2780</td>
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</tbody>
</table>

**Total** 36737
Southwest Recreation Sports Facility
## Building 0484 – Straughn IFAS Extension Professional Development Center

### Capacity:
- **Risk Capacity (20 square foot)** = 241
- **Host Capacity (50 square foot)** = 47

### Room Number | Net Square Footage
--- | ---
0111 | 972
0112 | 911
0113 | 1793

**Total** | **2360**
Straughn IFAS Extension Professional Development Center
Second Level Shelter

Capacity:
- Risk Capacity (20 square foot) = 791
- Host Capacity (50 square foot) = 279

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>0201</td>
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<td>0211A</td>
<td>94</td>
</tr>
<tr>
<td>0211B</td>
<td>391</td>
</tr>
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<td>0220</td>
<td>1714</td>
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<td>0221</td>
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<td>0222</td>
<td>10282</td>
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<td><strong>Total</strong></td>
<td><strong>13971</strong></td>
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</table>
J. Wayne Reitz Union (Second Level)
### Capacity
- Risk Capacity (20 square foot) = 224
- Host Capacity (50 square foot) = 90

### Net Square Footage

<table>
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<td>L320A</td>
<td>404</td>
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<td><strong>Total</strong></td>
<td><strong>4509</strong></td>
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</table>
J. Wayne Reitz Union (Basement Level)
University EOC Activates

• At the University Emergency Operations Center all stakeholders come together under one roof to coordinate activities to respond and recover.

• UF will implement the Comprehensive Emergency Management Plan (CEMP).

• Support Groups coordinate additional tasks for operating and maintaining shelters as described in the Shelter Annex and each Support Group Annex.
University EOC Structure

- University Administrator
  - Emergency Management Group
    - Public Safety Group
    - Public Information Group
    - Student Group
    - Employee Group
    - Health Group
    - IT Group
  - Facilities Group
  - Business Group
- Policy Group/Executive Management Team
University EOC Responsibilities

- Decision to open / close shelters will be made by UF officials based upon risk and need.
  - Determine Shelter openings, locations and timing.
- Set priorities and coordinate support to affected areas.
- Initiate disaster contracts.
- Coordinate post-disaster response/recovery.
- Remain in contact with the Alachua County Division of Emergency Management to coordinate sheltering operations as necessary.
University EOC Responsibilities

• Collect, vet and disseminate situation reports.
• Provide a common operating picture for those in the University EOC.
• Coordinate public messaging during a disaster.
• Coordinate emergency response efforts and request outside mutual aid if needed.
• Collect damage assessment reports.
• Brief Policy Group.
How are Opening Decisions Made?

• Based on forecasted local impacts in coordination with National Weather Service – Jacksonville Office (Direction, Speed, Size)

• Coordination of storm track and characteristics with National Hurricane Center.

• Opened approximately 12 hours prior to onset of Tropical Storm force winds (39mph)
How will Shelter Staff be notified?

- Shelter staffing needs are based on individual storm scenarios.
- Size and strength of a storm determines the shelter and staff needed.
- Email list and phone call (possibly automated).
- The University EOC will give as much notice as possible, but FLEXIBILITY key!
Shelter Assignments Given, Now What?

- Shelter managers / staff will be chosen based on knowledge of the shelter facility and its daily operations.
- Assigned a shelter location and a time to report.
- 12 hour shifts are standard.
- Expect to stay once on site. Weather may impede leaving.
What to bring with you?

• Comfortable clothes and shoes (multiple days)
• Food / Water if needed (special diet)
• Medications
• Books / Entertainment
• Bedding
  • UF is not able to provide bedding, privacy or many comforts at the shelters
• Hygiene / Personal Items
What you will receive?

- EOC contact information and support
- UF police officer
- On-Site medical support (SHCC / GEMRU)
- University counseling representative (CWC / UCRN)
- Facility POC (facility dependent)

Shelter Kit include, but not limited to:

- Shelter Manager & Registration binders
- Pens, marker and tape
- First aid kit
- Shelter Signs
- Shelter Manager Vest
- Wrist Bands
- Flashlights / batteries
- Radio
Shelter Box Paperwork

- Shelter Box Inventory Sheet
- UF Shelter Specific Opening / Closing Checklist
- UF Shelter Registration / Intake Form
- UF Record of Volunteer Service
- UF Parental / Guardian Authorization for Treatment of Minors
- UF Shelter Operations Report
- Communications List (ICS 205A UF)
- Activity Log (ICS 214)
On-Site Volunteer Recruitment

• There are many tasks that need to be performed in order to open, operate, and close a shelter.
• It is often very easy and helpful to utilize shelter guests as shelter staff.
• Anticipate the need for staff
• If external staff needed, contact University EOC
• Documentation needed for shelter guests volunteers too! (Name, date, hours, duties)
UF Record of Volunteer Service

Section 1—Volunteer Information

Name: ____________________________
Date of birth: ____________________  Phone #: ____________________________
Home Address: ____________________  Sheet ____________________ City ____________________ State ____________________ Zip ____________________
Mailing Address (if different than above): ____________________  Sheet ____________________ City ____________________ State ____________________ Zip ____________________

Have you ever pleaded “not contended” (no contest) to, or been convicted or found guilty (even if adjudication withheld) of a first degree misdemeanor or a felony?  Yes  No

*If yes, please list the date: ____________________
Offense and disposition (please explain fully): ____________________

As a volunteer, I agree to abide by all applicable rules and regulations of the University of Florida and guidelines of this unit and to fulfill the volunteer responsibilities to the best of my ability. I understand that I will receive no monetary benefits in return for the volunteer service I provide and that the university may terminate the agreement at any time without prior notice.

Volunteer’s Signature: ____________________  Date: ____________________

As the parent/guardian of ____________________, I grant my permission for him/her to participate as an unpaid volunteer for the University of Florida. I further acknowledge that I have completed the Authorization for Treatment form on his/her behalf.

Parent/guardian: ____________________  First name ____________________  Signature ____________________  Date ____________________

Section 2—To Be Completed by the Supervisor

Department where volunteer will work: ____________________
Supervisor responsible for volunteer’s work: ____________________  Home and title ____________________
Supervisor’s phone #: ____________________

Please describe the work the volunteer is expected to perform:

Volunteer’s qualifications to perform this work: ____________________

Volunteer work will begin ____________________, and end ____________________

Volunteer’s references:
Name ____________________  Relationship to volunteer ____________________  Phone #: ____________________
Name ____________________  Relationship to volunteer ____________________  Phone #: ____________________

Supervisor’s Signature: ____________________  Date: ____________________

This form should be maintained by the department in which the volunteer will work.
UF Parental / Guardian Authorization for Treatment of Minors

Section 1—TREATMENT AUTHORIZATION

I authorize the provision of medical or hospital care deemed necessary for:

Name: ____________________________  M  F
First  Middle  Last
Date of Birth: ___________/

In the event of illness or injury occurs during his or her volunteer service to the University of Florida, I further authorize each of the following:

- I grant permission to the treating physician or other health care providers to employ such diagnostic procedures and medical treatment as deemed necessary.
- I authorize all medical care units to release medical record information to the University’s workers’ compensation health care provider and insurance carrier in order to process claims.

I understand that I am financially responsible for charges not covered by the University’s insurance and hereby guarantee full payment to the physicians or health care units.

Section 2—PHYSICIAN/EMERGENCY CONTACT INFORMATION

Family Physician
Name: ____________________________  Phone: ___________/
Emergency Contact
Name: ____________________________  Phone: ___________/
Address: __________________________

Section 3—PARENT/GUARDIAN INFORMATION

Name of Parent or Guardian: ____________________________
Home Phone #: ____________________________  Work Phone #: ____________________________
Address: ____________________________
Signature: ____________________________  Date: ____________________________
Name of Parent or Guardian: ____________________________
Home Phone #: ____________________________  Work Phone #: ____________________________
Address: ____________________________
Signature: ____________________________  Date: ____________________________

Section 4—TO BE COMPLETED BY THE DEPARTMENT

Department documentation for telephone authorization
Person Contacted: ____________________________  Phone: ____________________________
Relationship to Volunteer: ____________________________
Witnesses: ____________________________
Description: ____________________________

Date: ____________________________  Time: ____________________________

This form should be maintained by the department in which the volunteer will work.
Sample Staff Organization

EOC

- Security
- Medical

Shelter Manager

- Assistant Shelter Manager
  - Registration
  - Feeding
  - Dormitory Management
  - Logistics Support

Facility POC

May be expanded / reduced as necessary.
Working in Partnership

• You may be working with people you normally don’t work with, but it is important to remember that you are all part of the same team.
• Treat your team members with respect and courtesy.
Preparing the Shelter
Shelter Manager Responsibilities (Opening)

• Conduct (Verify) pre-occupancy checklist of each shelter location with building management.
• Conduct actions as defined in the specific facility documents
• Place shelter signage at shelter entrances and other necessary places to direct guests to the appropriate locations.
• Assign staffing
• Manage shelter according to UF policies and procedures including designation of areas for shelter activities.
Shelter Signage

Welcome

- Respect quiet hours.
- Control your children.
- Keep your area clean.
- Register when you arrive.
- Help us keep the shelter clean.
- Sign in when entering and sign out when leaving.
  *No re-entry.*

- Keep food and beverages in designated areas.

Please help in the shelter.

T H A N K  Y O U

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Shelter Rules

- Present your Gator 1 Card at registration (1 per family)

- You may check in and check out one time. *No re-entry.*

**NO WEAPONS
NO DRUGS
NO ALCOHOL
NO TOBACCO
NO PETS**

- Service animals are permitted within UF shelters.

If you have a pet, please drop it off at the Alachua County Animal Shelter, located at 3400 NE 53rd Avenue in Gainesville, or seek an alternate pet-friendly shelter. Per the ADA definition, Service Animals include guide dogs, signal dogs, and any other animal individually trained to provide assistance to an individual with a disability.

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*Make this shelter a safe and healthy place for everyone by following these simple rules:*

- **NO WEAPONS**
- **NO DRUGS**
- **NO ALCOHOL**
- **NO PETS**
- **NO TOBACCO**

Please let the shelter staff know if you have any concerns.

T H A N K  Y O U
Southwest Recreation Sports Facility Opening Checklist*

<table>
<thead>
<tr>
<th>Facility Coordinator Name</th>
<th>Facility Coordinator Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter Manager Name</td>
<td>Shelter Manager Signature</td>
</tr>
</tbody>
</table>

Date/Time of Facility Inspection:
Inspection Conducted By:

Facility damages noted during inspection or additional comments:

<table>
<thead>
<tr>
<th>Shelter Opening Actions</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armor screen installed (PPD)</td>
<td></td>
</tr>
<tr>
<td>Floor mats transported from O’Conell Center and installed (PPD)</td>
<td></td>
</tr>
<tr>
<td>Floor protection installed at shelter entrance doors</td>
<td></td>
</tr>
<tr>
<td>Shelter supplies obtained from PPD Central Stores</td>
<td></td>
</tr>
<tr>
<td>Table and chair set-up</td>
<td></td>
</tr>
<tr>
<td>Initial food and water delivery arrived (Gator Dining)</td>
<td></td>
</tr>
<tr>
<td>Custodial and maintenance support arranged (PPD)</td>
<td></td>
</tr>
<tr>
<td>Shelter security staffing arranged (UFDF)</td>
<td></td>
</tr>
<tr>
<td>Mental health counseling support arranged (UCRN)</td>
<td></td>
</tr>
<tr>
<td>Medical/first-aid staffing arranged (SHCC)</td>
<td></td>
</tr>
<tr>
<td>Shelter signage installed</td>
<td></td>
</tr>
<tr>
<td>Shelter activity areas designated and set-up (see diagram)</td>
<td></td>
</tr>
<tr>
<td>Armor Screen tie-downs near shelter entrance door ready to be secured when high winds begin</td>
<td></td>
</tr>
</tbody>
</table>

*Requires additional prep by PPD
Shelter Manager Position

• The shelter manager provides supervision and administrative support for responsibilities within the shelter. This person ensures that the needs of shelter occupants are being met.

• “Mayor of a Micro City”

• Ultimately the person responsible!
Shelter Manager Responsibilities (During)

• Coordinate ordering of food through the UF EOC for shelter guests and workers during the sheltering operations.
• Register all guests and workers at each shelter locations.
• Provide reports to UF EOC during shelter operations.
• Adhere and enforce UF limitations on areas of access and occupancy within UF buildings.
Working with the Media

• It is not the role of the staff at a shelter to actively seek out the media for interviews.
• In general, all media inquiries should be directed to the University EOC.
• EOC has staff trained to work with media.
• To obtain official information from the University, anyone can call 866-UF FACTS (866-833-2287). The toll-free hotline is operated by University Relations.
Registration

• The registration workers are responsible for ensuring that persons entering or leaving the shelter go through the registration process.
• Without complete, legible, and accurate information about the residents of the shelter, our ability to provide needed services is impaired.
Registration Staff (initial actions)

• Check in with Shelter Manager(s), sign in and begin set up of registration desks if not already set up.

• REVIEW SHELTER REGISTRATION FORM

• Manage registration line and inform those arriving that registration is the first step to entering the shelter.

• Ensure staff is using the appropriate form to register each individual/family. Set up space for UFPD at registration desk.
  • No “Drop Offs” allowed!

• Keep Shelter Manager informed on registration numbers.

• Keep registration forms organized (alphabetically if time allows).
Registration Staff (ongoing actions)

• Check-in/Check-out procedures while at shelter
  • No Re-entry! (unless essential personnel)

• Use the wristbands to ensure registered persons are easily identified
  • Use unique identifier for essential personnel (e.g. wristband on each hand)

• Escort visitors to the Shelter Manager (ensure they sign in)

• Maintain the “shelter census” and regularly report to the Shelter Manager. (staff / guests)

• Train new registration staff on job duties and requirements.

• Ensure all registration forms and documentation are given to Shelter Manager at conclusion of event.
Service Animals

• Pets or Comfort Animals are not allowed in UF shelters

• Registration Questions:
  • Is the dog or service animal required because of a disability (DO NOT ask what the disability is)?
  • What work or task the dog is trained to perform?
  • **Note:** Do not ask the person what their disability is or for medical documentation. The dog does not require any training documentation and do not ask that the dog or miniature horse demonstrate the task or work.

• Complete info at: [http://www.ehs.ufl.edu/programs/ada/services/service_animals](http://www.ehs.ufl.edu/programs/ada/services/service_animals)
UF Shelter Registration Form (Top)

# UF Shelter Guest Registration Form

<table>
<thead>
<tr>
<th>Shelter Facility:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

## Information about Individual Family Members (For additional names, use back of form)

<table>
<thead>
<tr>
<th>Name (Last, First)</th>
<th>UF Affiliation (student, faculty, staff, family, other)</th>
<th>UFID Number</th>
<th>Check-In Date &amp; Time</th>
<th>Check-Out Date &amp; Time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

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### UF Shelter Registration Form (Middle)

#### Shelter Guest Intake Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you (or another guest listed above) have a medical or health concern or need right now?</td>
<td>☐ Yes ☐ No [If yes, please ask to speak to the shelter manager immediately for follow-up.]</td>
<td></td>
</tr>
<tr>
<td>Are you (or another guest listed above) required by law to register with any state or local government agency for any reason?</td>
<td>☐ Yes ☐ No [If yes, please ask to speak to the shelter manager immediately for follow-up.]</td>
<td></td>
</tr>
<tr>
<td>Do you (or another guest listed above) have a condition that requires any special medical equipment / supplies? (E.g., Epipen, diabetes supplies, oxygen, dialysis, etc.)</td>
<td>☐ Yes ☐ No [If yes, please ask to speak to the shelter manager immediately for follow-up.]</td>
<td></td>
</tr>
<tr>
<td>Do you (or another guest listed above) have any severe environmental, food, or medication allergies?</td>
<td>☐ Yes ☐ No [If yes, please ask to speak to the shelter manager immediately for follow-up.]</td>
<td></td>
</tr>
</tbody>
</table>

#### Shelter Rules

- No Weapons
- No Illegal Drugs
- No Alcohol
- No Tobacco Permitted on UF Campus
- No Pets (service animals permitted)
**Confidentiality Statement**

University of Florida shelters generally will not share personal information that you have provided with others without your agreement. In some circumstances disclosure could be required by law or the University of Florida could determine that disclosure would protect the health or well-being of its guests, staff, or the community, regardless of your preference.

**Guest Acknowledgment**

By signing here, I acknowledge that I have read, understand and relayed to other guests listed above the shelter rules and confidentiality statement.

<table>
<thead>
<tr>
<th>Signature of UFID Holder:</th>
<th>Date:</th>
</tr>
</thead>
</table>

**Registration Confirmation**

I have reviewed all of the above registration information, intake questions and shelter rules with all guests listed on this form. No persons observed appear disoriented, agitated, or a threat to self or others.

<table>
<thead>
<tr>
<th>Signature of Shelter Official:</th>
<th>Date:</th>
</tr>
</thead>
</table>

REV: 07/2013
Feeding

- UF provides meals / snacks / drinks for shelter guests and workers through Aramark (Gator Dining).
- The feeding supervisor should prepare and monitor the food service staff work schedule and record the hours of personnel as requested.
- Must keep accurate records of food and supplies received and expended. (UF Shelter Operations Report)
  - Also when and who is delivering (ICS214)
- Food delivery should check in with Shelter Manager (sign in/out on Shelter Position Sign In / Out Sheet)
- Keep in mind that Gator Dining Services manages this operations but you provide support as needed.
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Current Shelter Population</th>
<th># Breakfasts Served</th>
<th># Lunches Served</th>
<th># Dinners Served</th>
<th>Comments</th>
<th>Reporter Name</th>
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</thead>
<tbody>
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<td>0700</td>
<td>0</td>
<td></td>
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<tr>
<td></td>
<td>0800</td>
<td>4 guests</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0900</td>
<td>7 staff, 6 guests</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1000</td>
<td>8 staff, 7 guests</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1100</td>
<td>8 staff, 7 guests</td>
<td></td>
<td></td>
<td></td>
<td>7 mystery lunches</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1200</td>
<td>8 staff, 7 guests</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1300</td>
<td>14 guests, 3 EMT, 8 staff</td>
<td></td>
<td></td>
<td></td>
<td>33 hot lunches</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1400</td>
<td>8 guests, 3 EMT, 4 staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1500</td>
<td>15 guests, 3 EMT, 8 staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1600</td>
<td>15 guests, 3 EMT, 8 staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1700</td>
<td>17 staff, 8 EMT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1800</td>
<td>18 guests, 8 EMT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Shelter Staff Actionable Items

- Establish meal times.
- Set up tables/chairs for meals.
- Track number of meals and snacks served.
- Assist with serving meals and cleanup.
- Help recruit shelter residents to assist with feeding activities.
- Inform shelter manager of any problems/challenges/resource shortfalls.
- Keep good records and receipts of food delivered.

- Monitor inventory levels and adjust as needed. Ensure feeding area is kept clean and sanitary.
- Attend shelter staff meetings and report feeding statistics/counts and any accomplishments, problems or recommendations.
- Turn in all records to Shelter Manager.
- Ensure feeding area is kept clean and sanitary.
- Attend shelter staff meetings and report feeding statistics/counts and any accomplishments, problems or recommendations.
- Turn in all records to Shelter Manager.
Dormitory Management

• Dormitory management includes basic set-up of sleeping areas in dormitory style, assigning sleeping areas (20 square foot)
• It also includes establishing entrance and exit controls and making sure the sleeping areas are monitored, especially at night.
• During hurricane landfall - Be sure to take tornadic posture during Cat 3 or higher hurricane wind speeds. (extreme wind warning – approximately 111 mph)
Dormitory Management (initial actions)

- Check in with Shelter Manager(s) and sign in!
- Conduct walk around of main shelter area.
- Dormitory staff are responsible to help with floor layout, setup and maintenance.
- Responsibilities are to be visible in the main shelter area and keep shelter residents as comfortable as possible during their stay.
Dormitory Management (ongoing actions)

• Keep shelter guests informed to the best extent possible.
• Be flexible and work with guests to solve problems on a case by case basis.
• Conflict Resolution:
  • Always strive to remain calm and objective
  • Avoid taking sides
  • Use diplomacy and avoid threatening statements
  • UFPD for security or behavioral issues
• Answer general questions from shelter guests to the best of your knowledge.
Dormitory Management (ongoing actions)

• Direct guests to restroom and feeding areas.

• Maintain a “information bulletin board” if possible with up to date disaster and shelter related information.
  • Storm track and advisories
  • University and Surrounding Area press releases
  • Shelter information and rules (No firearms, drugs, alcohol)
  • Shelter quiet hours and dim lighting hours
  • Check-in / Departure information
  • Meal times / Areas
Records & Logistics
Records and Documentation Staff

• Why is documentation so important?
  • State Insurance Claims
  • Federal (FEMA) reimbursement
  • Purchasing needs
  • After action reports

• Documentation forms review
  • Shelter Resident Registration Form
  • Shelter Staff Sign-In
  • Activity Log (ICS 214)
  • Shelter Position Sign In / Out Sheet
### UF Shelter Position Sign In/Out Sheet

<table>
<thead>
<tr>
<th>Name / Position</th>
<th>Date</th>
<th>Time In</th>
<th>Time Out</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aaron Hobson / Shelter Mgr.</td>
<td>10/7</td>
<td>6:00</td>
<td></td>
</tr>
<tr>
<td>Gabi O'Grady / Shelter Mgr</td>
<td>10/7</td>
<td>6:00</td>
<td></td>
</tr>
<tr>
<td>Gwenne Major - First Aid RN</td>
<td>10/7</td>
<td>6:30</td>
<td>5:39PM</td>
</tr>
<tr>
<td>Linda Lewis - Mental Health (NIC)</td>
<td>10/7</td>
<td>6:00</td>
<td>2:22PM</td>
</tr>
<tr>
<td>Ernesto R. Escoto</td>
<td>10/7</td>
<td>7:06</td>
<td>5:50PM</td>
</tr>
<tr>
<td>Jacky He - EMT</td>
<td>10/7</td>
<td>6:00</td>
<td>5:48</td>
</tr>
</tbody>
</table>
Logistics Staff

- At start of operation, determine best way to distribute limited supplies
- Track shelter supplies and burn through rates.
- Keep in close contact with Shelter Manager and advise on need for additional supplies, etc...
- Return supplies when shelter operations conclude.
Things to Consider:

• Take pictures
• Hold Staff Meetings
• Stage near a VoIP phone
• Conduct formal shift change briefings.
• Each person keep a log (or journal) of events.
• Conduct shelter client meetings.
• Set up a bulletin boards for communicating with shelter clients.
• Encourage guest to download the GatorSafe app while on campus
• Respect the facility.
Communications List (ICS 205A – UF)

<table>
<thead>
<tr>
<th>Assigned Position</th>
<th>Name</th>
<th>Method(s) of Contact (phone, cell, email etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Prepared by: Name: __________________ Position/Title: __________________ Signature: __________________

ICS 205A-UF IAP Page __________ Date/Time: ________________
### Daily Activity Log (ICS 214)

<table>
<thead>
<tr>
<th>Name</th>
<th>ICS Position</th>
<th>Home Agency (and Unit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jacky Ho</td>
<td>EMT</td>
<td>UPPD - GENERAL</td>
</tr>
</tbody>
</table>

#### 7. Activity Log

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Notable Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/14 - 06:00</td>
<td>1st responders arrived &amp; met for pre-opening meeting.</td>
</tr>
<tr>
<td>07:00</td>
<td>All responders in position at designated medical area &amp; outside common areas.</td>
</tr>
<tr>
<td>09:45</td>
<td>Two responders - Oliver A and Madison H were assigned to staff the entrance while regular staff attended a another task.</td>
</tr>
<tr>
<td>11:57</td>
<td>Two responders, Oliver A and Madison H were relieved by normal staff and returned to post @ med room.</td>
</tr>
<tr>
<td>12:00</td>
<td>Two responders, Oliver A, Madison H, Charles L, Christopher, K. &amp; L., and 3x relief sign-out in. 3-H.</td>
</tr>
<tr>
<td>12:32</td>
<td>Six responders, Oliver A, Madison H, Charles L, Christopher, K., &amp; L., signed-out to relieve staff and to return crew members.</td>
</tr>
<tr>
<td>12:45</td>
<td>One responder, Christopher L., signed-in to relieve crew.</td>
</tr>
<tr>
<td>13:14</td>
<td>One responder, Robert L., signed-in to relieve crew.</td>
</tr>
<tr>
<td>17:48</td>
<td>Three responders, Jacky Ho, Christopher L., and Robert L., signed-out and ended UPPD's response.</td>
</tr>
</tbody>
</table>

8. Prepared by: Name: Jacky Ho Position/TITLE: EMT Signature: 
ICS 214, Page 1 Date/Time: 10/14/10 17:48
Shelter Manager Responsibilities (Closing)

- Shelter supplies returned to PPD Central Stores (Facilities Group)
- Remaining food and water returned (Business Group)
- Shelter signage removed and returned to shelter kit
- Shelter kit inventoried and deficiencies noted (Shelter Manager)
- Shelter areas cleaned (Facilities Group)
- Hot Wash with shelter staff and volunteers performed and documented (Shelter Manager)
Shelter Manager Responsibilities (Closing) [Cont.]

- Clearly communicate closing instructions to shelter residents after University EOC announces shelter closings.
- Custodial and maintenance support demobilized (PPD)
- Shelter security staffing demobilized (UFPD)
- Mental health counseling support demobilized (UCRN)
- Medical/first-aid staffing demobilized (SHCC)
- All documentation organized correctly and turned into EOC (Shelter Manager)
- Shelter activity areas cleared and returned to normal facility use (EOC)
UF Shelter Closing Form

Facility: Reitz Basement
Facility Coordinator Name: Gabi O’Grady
Facility Coordinator Signature: [Signature]
Shelter Manager Name: Gabi O’Grady
Shelter Manager Signature: [Signature]
Date/Time of Facility Inspection: [Date/Time]
Inspection Conducted By: [Name]

This to certify that the Reitz Basement (Facility Name) used as a shelter from 07:00 to 18:00 is hereby returned to service in a satisfactory condition, less the following:

Damages, Deficiencies or Additional Comments:

<table>
<thead>
<tr>
<th>Shelter Closing Actions</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Shelter areas cleaned (PPD)</td>
<td></td>
</tr>
<tr>
<td>✓ Shelter supplies returned to PPD Central Stores</td>
<td></td>
</tr>
<tr>
<td>✓ Remaining food and water returned (Gator Dining)</td>
<td></td>
</tr>
<tr>
<td>✓ Custodial and maintenance support demobilized (PPD)</td>
<td></td>
</tr>
<tr>
<td>✓ Shelter security staffing demobilized (UPPD)</td>
<td></td>
</tr>
<tr>
<td>✓ Mental health counseling support demobilized (UCRN)</td>
<td></td>
</tr>
<tr>
<td>✓ Medical/first-aid staffing demobilized (SHCC)</td>
<td></td>
</tr>
<tr>
<td>✓ Shelter signage removed</td>
<td></td>
</tr>
<tr>
<td>✓ Shelter activity areas cleared and returned to normal facility use</td>
<td>[Signatures]</td>
</tr>
<tr>
<td>✓ Shelter kit returned to appropriate facility location</td>
<td>[Signatures]</td>
</tr>
</tbody>
</table>
### Shelter Box Inventory Sheet

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Item Description</th>
<th>Quantity</th>
<th>Expiration</th>
<th>Notes (Model Number / Des. / etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Rolling Storage box, Black Plastic</td>
<td>1</td>
<td>NA</td>
<td>Piano Model 1819</td>
</tr>
<tr>
<td>2.</td>
<td>First Aid Kit</td>
<td>1</td>
<td>NA</td>
<td>EMS (74 piece kit)</td>
</tr>
<tr>
<td>3.</td>
<td>File organizer, 7 pocket plastic</td>
<td>1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Pen, blue ink</td>
<td>6</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Sharpie Marker</td>
<td>1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Tape, 60 yard blue painters</td>
<td>1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Clipboard</td>
<td>1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Binder, 1st Shelter Manager</td>
<td>1</td>
<td>NA</td>
<td>Includes forms</td>
</tr>
<tr>
<td>9.</td>
<td>Binder, 1st Registration</td>
<td>1</td>
<td>NA</td>
<td>Includes forms</td>
</tr>
<tr>
<td>10.</td>
<td>Radio</td>
<td>1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Diapers, size 2 (12-18lb)</td>
<td>6</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Diapers, size 4 (22-37lb)</td>
<td>6</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Diapers, size 6 (35lb and over)</td>
<td>4</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>Garbage bags</td>
<td>1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>Blank 9ml poster sheets</td>
<td>5</td>
<td>NA</td>
<td>Blank for unidentified needs</td>
</tr>
<tr>
<td>17.</td>
<td>Shelter Rules Sign</td>
<td>1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td>Shelter Welcome Sign</td>
<td>1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>19.</td>
<td>Shelter Directions Sign</td>
<td>3</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>20.</td>
<td>Vest, red reflective</td>
<td>1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>21.</td>
<td>Flashlight, 3 1/2 mini</td>
<td>2</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>22.</td>
<td>Batteries, AAA</td>
<td>6</td>
<td>7/24/2014</td>
<td>Used for mini flashlight</td>
</tr>
<tr>
<td>23.</td>
<td>Batteries, C</td>
<td>3</td>
<td>7/24/2014</td>
<td>Used for radio</td>
</tr>
<tr>
<td>24.</td>
<td>Whistles</td>
<td>500</td>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>

I acknowledge receipt of all listed items and the Shelter facility point of contact.

Signature: __________________________ Date: ____________
Shelter Demobilization

• Bring shelter back to pre-event conditions as much as possible.
• Ensure delivery of all shelter documentation and records to the University EOC as soon as possible (Sign-in forms, Volunteer forms, Activity Logs, Operations Reports).
• Ensure shelter supplies are placed back as uniformly as possible.
• Note any expended items on inventory list.
• When authorized by the EOC, return operations of the facility to building management at each location.
Thank You!

Emergency Management Coordinator

hal.grieb@ufl.edu

(352) 273-2100

hal.grieb@ufl.edu

emergency.ufl.edu