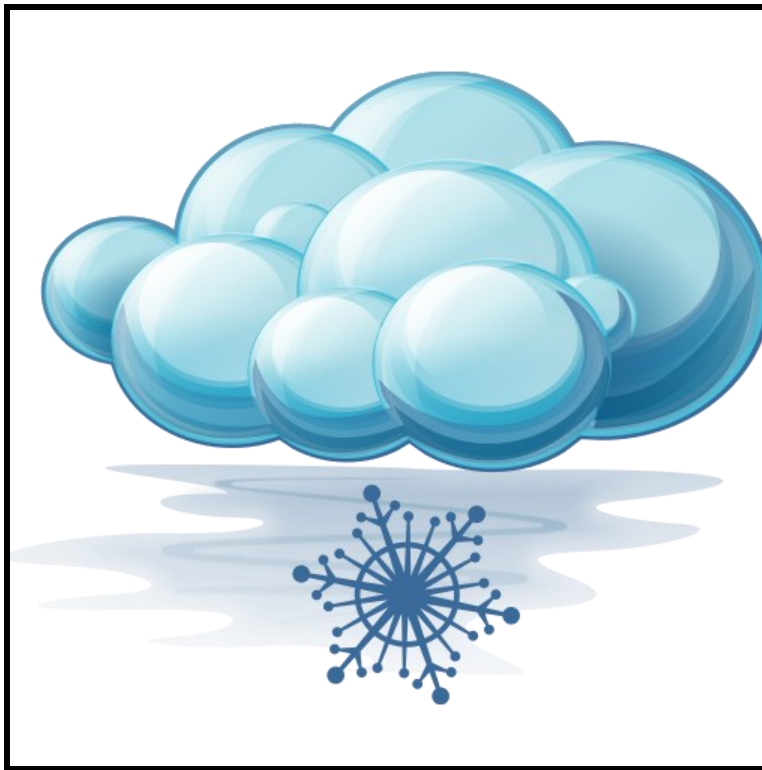


SHELTER OPERATIONS



Volunteer Handbook



KCDEM
Kitsap County Department of Emergency Management

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Shelter Operations

Welcome, and thank you for your interest in working in a shelter. Providing a safe and pleasant environment for people who need shelter from the storm can be challenging, but the benefits can be tremendous.

You will be providing a community service in a role that is much needed in our community. Until this program, shelters were not opened simply for snow or rain. The American Red Cross has specific guidelines as to when they can open their shelters and that usually involves a disaster.

The Kitsap County Severe Weather Shelter provides a place for those who have no place else to go when strong weather conditions exist. This could be homeless people, those that do not have sufficient heat or those who have lost power at their homes.

Overview

Mission Statement

Our mission is to provide a safe overnight shelter during severe weather to willing people who have no place else to come in from the cold.

Shelter Activation

KCDEM is responsible for activation of the Severe Weather Shelter Plan. Upon notification from KCDEM that severe weather is expected, the shelter coordinator notifies volunteers, DEM staff and shelter location staff of the activation. This takes place before 9AM on the day that severe weather is expected.

Shelter volunteers should let the shelter coordinator know of their availability before 11AM, if possible. **SHELTERS CANNOT OPEN WITHOUT VOLUNTEERS.** Shelter supplies are delivered and sites are prepared for opening.

The Severe Weather Shelter Committee established three criteria for opening a shelter. If any of the three are met, the shelters will open. The criteria are:

- Temperatures expected to be at or below 32 degrees sustained for one or more successive days and/or;
- Snow accumulation is expected to exceed 1 inch or more in depth, for more than two days and/or;
- Two or more successive days of 1 inch or more of rainfall is anticipated

Shelter Shifts

There are currently three shifts for volunteers. The first shift runs from 5PM until 10PM. The second shift lasts from 10PM until 3AM. The third shift runs from 5AM until 8:00AM. Each shift will have 2 to 4 volunteers. We will cover the shift responsibilities later in the class. Each shift will have its own duties and responsibilities, as well as shared duties. Volunteers will be divided into teams by the volunteer coordinator.



Section One

Volunteer Responsibilities



Basic Shelter Operations

Values for Shelter Workers

We have developed a set of values that guide our conversations and actions as shelter workers. Our values are as follows:

- **Ensure that the shelter is a safe place.**
- **Respect clients.**
- **Provide services equally to all clients.**
- **Use resources wisely.**

Out of these values we have developed the procedures that you will learn about today. Throughout this course, we will show you tools and resources that will help you with the situations and issues that may arise when you are working in a shelter. Should you ever be uncertain about what course of action to take, use these values to reason through your choices. They will point you in the right direction.



Shift Responsibilities

FIRST SHIFT

1. FIRST SHIFT volunteers (5:00 p.m. to 10pm) arrive at site at 5:00 pm.
2. Make a visual assessment of the conditions outside the shelter in case any snow needs to be removed or the walkway is icy.
3. Check bins to ensure all materials needed are available, i.e. black plastic bags, duct tape and black markers, mats, blankets, cleaning supplies, coffee and supplies, granola bars, etc.
4. Put on the coffee and hot water.
5. As the guests come in, one volunteer will log them into the shelter. The second will have them place all of their belongings (except medication, pillow, book, stuffed animal) into a large black plastic bag. It will be taped shut with the guest's name written on the tape.
6. Ensure guests are aware of all emergency exits in building.
7. Direct the guest to the sleeping area of the facility.
8. Issue blankets and pillow if available.
9. If a guest leaves before lights out, they must be checked out and checked in again upon their return.
10. Lock the doors at 10pm.
11. Turn over paperwork and keys to SECOND SHIFT.

Shift Responsibilities

SECOND SHIFT

1. Ensure shelter security by making rounds throughout the facility.
2. Complete paperwork.
3. Perform intake procedures for late arriving guests that are brought in by law enforcement or that arrive with hospital pass.
4. Turnover and brief the third shift on any incidents or special conditions.

Shift Responsibilities

THIRD SHIFT

The third shift (**closing**) will be responsible for closing the shelter.

1. Wake up guests at 6:00 a.m. for an 7:00 a.m. departure.
2. Ensure building is clean and all trash has been picked up.
3. Make sure coffee pot is rinsed out and returned to its bin, along with all other supplies/materials.
4. Complete paperwork and clean up, including inspection of cots.
5. As each guest departs, they are to sign out on the Shelter Guest Log / Agreement form. All belongings must leave with the guest. There should not be any bags remaining at the close of the shift.
6. Be sure to check the smoking area to assure we do not leave a mess for the building residents.

Shift Responsibilities

Here is some information that will apply to all shifts.

Shelter Entrance

There should always be one volunteer at the shelter entrance, even after check in. This ensures that the door is answered if someone needs to be let in, such as the police who may be dropping someone off. This also allows for better monitoring of the shelter from all angles. During check in and check out, it is best to have two people at the entrance.

Telephone Numbers

There are a number of names and phone numbers that you may need during any shift. The list will vary depending on the shelter site however there are some that will be consistent. The list of needed phone numbers will be in the shelter manual for that site. Some guests may ask you to call a taxi or Kitsap Transit for them so those numbers will be in the manual as well.

Cell Phones

A cell phone will be provided at all shelters by KCDEM. This phone is for official use only. We encourage you to bring your own cell phone if you have one. This way you can keep your family members updated and it serves as a backup to the shelter cell phone.

Name Tags

One of the best ways to make a connection with the guests is to be sure that they know your name. This also helps with communication with other volunteers. Name tags will be provided and should be worn at all times.

Smoking

Smoking is only allowed outside of the building in designated smoking areas. You should monitor the smoking area regularly. Smoking is not allowed after lights out at 10PM.

Maintain The Log Book

The shelter log book should be used to note any actions or incidents that happen during your shift. Security patrols, guest incidents, donation drop-off's and any other activity should be noted in the log with the time of each incident. Vehicles parked in the shelter parking lot should be logged in as well, with details such as color, license plate and type of vehicle.

Ongoing Actions

- Maintain regular communications with the shelter coordinator. Provide shelter information, and discuss supply needs, problems, and plans.
- Ensure that shelter residents are receiving updated information about the weather and all of the resources available to them.
- Monitor weather and response efforts, and plan for closing of the shelter.
- Develop plans for maintaining the shelter until closing is possible, including supply needs.
- Routinely inspect the safety and sanitation of the facility, including the kitchen, dormitories, bathrooms, exterior, and registration area and ensure that health standards and guest's needs are being met.
- Ensure security of the facility and that shelter rules are being followed at all times.



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Section Two

Opening The Shelter



Opening The Shelter

Shelter Start Up Kit



One part of the shelter start up kit is the **Administrative Box**. Inside the Administrative Box, you will find all of the necessary items to start registering guests. You will also find a copy of the Shelter Operations Handbook. It will also contain necessary phone numbers and other information that you will need during the shelter operational period.

Other items in the Administrative Box include:

- Ink Pens
- Extra Log In Sheets for Guests and Volunteers
- Flashlight and Emergency Lights
- Shelter Security Log

Opening The Shelter

Once you arrive for the first shift, you should familiarize yourself with the building. Note where all fire extinguishers and fire exits are located. Once you have a good idea of the layout of the building, you should begin setting up the shelter. This includes posting up supplied signs outside to direct guests to the main entrance if they are not already posted.

SETTING UP THE SIGN IN AREA

When setting up the sign in area, remember to designate a space for personal item intake. Allow enough room so guests can form a line without waiting outside. This makes it easier to monitor those coming in to the shelter and prevents guests from standing in the bad weather. We will talk about the log in/out sheet when we cover paperwork later in the class.



Opening The Shelter

SETTING UP THE LOUNGE AREA

If space permits, you will want to make sure that the lounge area is spacious enough to accommodate chairs and tables. Find an open area to set up a table with the coffee pots and snacks with enough space to accommodate those guests that may have mobility problems. It is also important that any spills be cleaned up immediately after they happen to avoid accidents.

There may be some foods that require hot water, such as Cup O Noodle's or hot chocolate. You will have two coffee pots so make sure that one is designated for hot water only.



Most of our guests are very self sufficient and may be able to help with making coffee or setting out snacks. The shelter is set up to supply snack foods, but not actual meals. Sometimes, generous people from the community will bring food to the shelter to serve the guests.

We will cover what to do if someone brings food to serve the guests in the “Operations” section of this workbook.

Opening The Shelter

SETTING UP THE DORMITORY

If cots or mats are not already set up, you will need to set up the dormitory area. Consider creating privately blocked off areas for families. You should allow enough room in between cots for the guests to move freely without disturbing other guests. Keep in mind how much space is available when setting up the sleeping areas. You may have more than one group of people to shelter in the same facility, which means separating them within the space you have.



Ensure that planning includes access to an movement within the building for persons with disabilities and other forms of support for people with particular needs.

Once the sleeping area has been arranged, make sure that the bathrooms and kitchen or break areas are stocked and ready for guests to use. At this time, you should put on coffee and set out whatever snacks are available. If time allows, set up cots with blankets and pillows as shown above. This will save time during the sign in process. After the set up is complete, make one more round through the facility to ensure cleanliness and readiness. When the shelter set up is complete, you are now ready to open the doors and accept guests.

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Give the guest their part of the claim ticket. Make sure to write the ticket number down on the sign in form.



Date: / / Shelter Site: **Salvation Army**

- Once your personal property bag has been sealed, it may not be opened until you checkout of the shelter. ALL medications will be stored in a Ziploc bag.
- Tobacco & Vape use permitted OUTSIDE only – **NO EXCEPTIONS**
- You will refrain from using alcohol or drugs while a guest on this property
- You will respect the rights of all others using this facility
- You will remain in the areas designated by Shelter Volunteers
- You understand that if you leave this shelter after lights out, you will not be allowed to return until the next activation day
- If you are asked to leave this property, you will do so promptly
- By initialing out on this log, you agree that all personal property has been returned to you
- Did you drive a vehicle? (if so, note in security log)

[illegible]

- **Allows for a quick count of guests that are in the shelter**
- **Keeps track of times guests arrive and leave**
- **Ensures that guests understand the basic rules of the shelter**
- **Serves as the sign out sheet, that also gives us a record that a guest has retaken possession of their belongings**
- **Verifies the number on the guests items for the morning shifts**

Personal Item Intake

After guests sign in, a second volunteer will have the guest place their personal belongings in a large plastic bag. The bag should then be taped up and the guests' name written in black pen on the tape.



Give the guest one side of the check ticket and tape the other side to the bag without covering the number on the ticket. Once the bag is sealed it may not be opened until the guest takes possession of his/her property at check out the next morning.



Personal Item Intake

This is done for a few reasons:

1. Security of the shelter guests and volunteers
2. Disease control
3. To assist in ensuring shelter rules are followed

Guests may not keep their purses with them. They are permitted to keep personal items (Bible or religious items, stuffed animal, prescribed medications, etc).

YOU ARE NOT PERMITTED TO PHYSICALLY TOUCH A GUESTS BELONGINGS.

We are not a law enforcement agency and have no rights to search people or their belongings. We will cover what to do if you see something illegal later in the class.

When guests check out of shelter, they must initial the Sign In Log to acknowledge that they have received their items. They must turn in their claim ticket and write the time out. If they cannot do this, the volunteer will write the information in for the guest.

No guests are allowed to leave any items in the shelter after they leave. Items left in the shelter will be disposed of during clean-up.

Reservations cannot be made for space in the shelter.

Section Three

Operating The Shelter



Operations

Once you are finished with the setting up and opening of the shelter, things should run smoothly. Most of our guest are very self sufficient. You may have time to talk to some of them, play cards with them or just sit and have a cup of coffee with them. For many of our guests, companionship and a friendly ear to listen goes a long way towards making their day better. Remember that if there are things that happen and you have questions, refer to your shelter handbook. If you still cannot find the answers, call the shelter coordinator.

Lights Out

Lights out is at 10PM. Most of the shelter guests will be ready for bed by this time. If a television or radio has been provided, these should be turned off at this time also if they cannot be operated at a volume level that does not disturb other guests. Guests may have personal radios or televisions and as long as they use headphones, these can stay on.

When the lights go out, the doors get locked. Again, no guest may check in after 10pm unless escorted by a police officer or sent from the hospital. All local police departments will have prior knowledge of the shelter and will provide added drive by checks to ensure shelter safety. While they may not stop and come into the shelter, rest assured that they are patrolling in the area to help keep an eye on things for us.

Be sure to make your security rounds through the shelter. Look through the windows at the outside area. You should at least be able to check the area by the main entrance.

Restrooms, Spills and Other Minor Mishaps

As you make your rounds, check the bathrooms to ensure that they are stocked with paper goods as needed. You will also want to check for guests who may have sought to sneak a cigarette in the bathroom. Check the overall cleanliness and sanitation.

If a spill occurs anywhere in the building, clean it up right away. Spills can be dangerous. It only takes a little spill of water to cause someone to slip and get injured.

Another area to check after lights out is the lounge and/or kitchen areas. Again, you just want to check the overall cleanliness of the area. Cleaning up now will save time and work in the morning when you are tired and ready to go home. Any other minor “mishaps” should be handled as they happen.

Operations

MEALS

There are some private citizens that will want to make dinner for the guests. There are local, state and federal regulations regarding serving meals in public places that must be followed. All meals brought into the facility must be cleared by the Shelter Coordinator prior to being served.

DONATIONS

Donations are always appreciated. However, when a shelter is open, the community tends to look at the shelter as a donation facility. This can cause a few problems in the shelter, the biggest being space. Donations may also present problems with sanitation and health issues. There may be certain items that you can use at the time and it is acceptable to accept those donations at the shelter (toilet paper, snacks, personal hygiene products, etc) if it has been pre-approved by the Shelter Coordinator.

Cash donations cannot be accepted at the shelter! Those wishing to make cash donations should contact Major Ramsey at the Salvation Army.

Equipment Failure

Sometimes things break down. Try to solve the problem yourself before you make the call. If you cannot solve the problem, try calling the building maintenance person first if a phone number has been provided in the shelter manual. If you still cant the problem resolved, call the Shelter Coordinator.

Operations

PETS

Some guests have pets. At this time, there are a limited number of pets permitted and they are taken on a first come, first serve basis. ONLY DOGS AND CATS ARE ALLOWED AT THIS TIME!

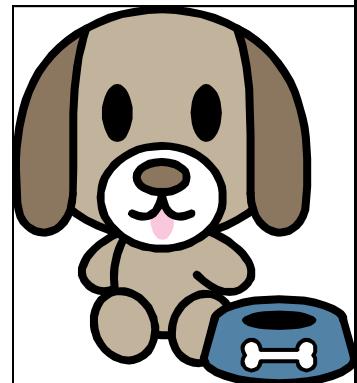
Pets should be kept in the provided kennels in the designated hall area. If guests wish, they can sleep in the kennel area with their pets provided there is enough room. Animals and sleeping area near the animals is provided on a first come, first serve basis. Guests should place their own pets in the kennels. Shelter volunteers will then write the guests name on a piece of duct tape and place it on the kennel of the pet. Volunteers should also make a note of this in the log and make sure to pass the information on to the next shift.



Animals have comfort zones just like humans. When they are taken out of their comfort zones they may become defensive and that can be dangerous. Remember, safety is our top priority.

People sometimes leave their pets in their cars when they stay in the shelter. Under shelter volunteer supervision, these guests may be allowed to go out to their cars after hours to check on their pets.

Some people may request to stay in their cars in the shelter parking lot with their pets. Cars with pets in them may only be parked in the parking lot or on the road as permitted by law. Guests that stay in their cars with their pets must leave the property like in house guests in the morning at closing time.



Operations

Assisting Guests Service Animals

We often think of service animals as dogs only, but animals such as monkeys are also used to assist a person with a disability. Service animals are welcome at the shelter. Shelter workers should allow the service animals to remain with the person with a disability at all times. It is important for workers to consider, however, that animal dander may cause respiratory or allergy problems for other shelter residents.

- For clients with service animals, offer a sleeping space in a separate room or a room with fewer people in it. You are not allowed to force a person with a service animal to be segregated from the general population. People with allergies or a fear of animals should be directed to space away from the service animal.
- The service animal and the person with the animal must be allowed to go into any spaces that other guests are allowed to be in as well.
- Advise the individual of their responsibility for feeding and care of their service animal. Discuss designating a dog walk area, and provide disposal containers.



Q. What is the law that applies to non-discrimination and Service Animals?

The Washington State Law Against Discrimination prohibits unfair practices of discrimination against a person with a disability who uses a trained dog guide or service animal. It is considered an unfair practice to fail to reasonably accommodate a person with a disability who uses a trained dog guide or service animal.

Q. What is a disability?

The rules of the Washington State Law Against Discrimination defines a disability as any abnormal sensory, mental or physical condition that:

- Is medically cognizable or diagnosable
- exists as a record or history
- is perceived to exist.

Q. What is a service animal?

According to RCW 49.60.218 Section 3a: "'Service animal" means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Except as provided in subsection (2) of this section, other species of animals, whether wild or domestic, trained or untrained, are not service animals. The work or tasks performed by a service animal must be directly related to the individual's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing nonviolent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks.

Q. How can I tell if an animal is really a service animal and not just a pet?

There are no legal requirements for service animals to be specially identified. Some, but not all, service animals, wear special collars and harnesses. Some, but not all, are licensed or "certified" and/or have identification papers. If you are not certain that an animal is a service animal, you may ask the person who has the animal if it is a service animal required because of a disability. A public entity cannot require any proof of a person's disability, or identification or certification of the service animal's status.

Q. Can we restrict areas into which the service animal can go?

Generally, no. The service animal must be permitted to accompany the individual with a disability to all areas of the facility where members of the public are normally allowed to go, unless its presence or behavior creates a fundamental alteration or direct threat to safety. An individual with a service animal may not be segregated from others.

Q. What about any “no pets” policies?

Legally, a service animal is not a pet. You are required to modify your “no pets” policy to allow the use of a service animal by an individual with a disability. A “no pets” policy may be continued, but you must make an exception to your general rule for service animals.

Q. The county health department has told me that only a guide dog has to be admitted. If I follow those rules, am I violating the Law Against Discrimination?

Yes, if you refuse to admit any other type of service animal on the basis of local health department regulations or other state or local laws. There is no evidence that healthy, vaccinated, well-trained service animals are any greater threat to public health and safety than members of the general public. Health Department rules that apply to certain animals in food processing areas will, however, be considered on a case by case basis.

Q. Can I charge a maintenance or cleaning fee, or safety deposit for customers who bring service animals into my business?

No. As for any other program modifications provided to people with disabilities, you may not charge an additional fee related to the use of service animals. An agency may charge its customers with disabilities if a service animal cause damage so long as it is the regular practice of the entity to charge non-disabled customers for the same types of damages.

Q. Am I responsible for the service animal while the person with a disability is in my business?

No. The care or supervision of a service animal is solely the responsibility of his or her owner. You are not required to provide care or food for the animal.

Q. What if a service animal barks or growls at other people, or otherwise threatens people or other animals?

You may exclude a service animal from your facility when that animal's behavior poses a direct threat to the health or safety of others. However, you may not make assumptions (speculate) about how a particular animal is likely to behave based on your past experience with other animals.

Although an agency may exclude any service animal that is a direct threat to safety, it should give the individual with a disability who uses the service animal the option of continuing to enjoy its goods and services without having the service animal on the premises.

Q. Can I exclude a service animal that doesn't really seem dangerous but is disruptive?

There may be a few circumstances when an agency is not required to accommodate a service animal --for example, when doing so would result in a fundamental alteration to the nature of the business. For example, when a dog initiates unsolicited contact with people other than its owner (jumping on people, sniffing them, trying to be petted, etc.), the animal can be excluded. Any exclusion must be for reasons that are demonstrable, not speculative.

Q. Must I let in a service animal in training, or a person who does not have a disability who says the animals is trained as a service animal?

No. The Washington State Law Against Discrimination does not address service animals that are not trained. While you might choose to allow these animals entry, you do not have legal obligations to do so. Additionally, the State Law Against Discrimination protects the rights of individuals who have disabilities and are assisted by service animals, and does not pertain to non-disabled individuals who have service animals.

Information for this document was obtained from:

Washington State Human Rights Commission

Washington State Legislature

Operations

Assisting People With Disabilities

When people with disabilities seek shelter, it is important to work with them individually to assess their needs and to determine the best way to meet those needs. Many individuals find shelters difficult, being separated from their personal items and familiar surroundings. This can be more difficult, and often frustrating, for an individual with a disability.



Assisting Guests With Mobility Issues

- Remember to allow room for persons with mobility issues to move around the facility. When setting up cots or tables, be sure to leave a wide space in case it is needed. There should be a clear and open path to the restrooms and any exits.
- Excessive snow, rain or debris may make it difficult for handicapped guests to get out of the building in the morning. Remember when making your security rounds to note the conditions outside. You should ensure that walkways and wheelchair ramps stay snow and ice free.

Operations

Assisting Guests With Visual Impairments

For a person who is blind or has a visual impairment, a shelter can pose several challenges. Often cots, tables, and chairs are moved during the day which can interfere with landmarks for navigating through the shelter.

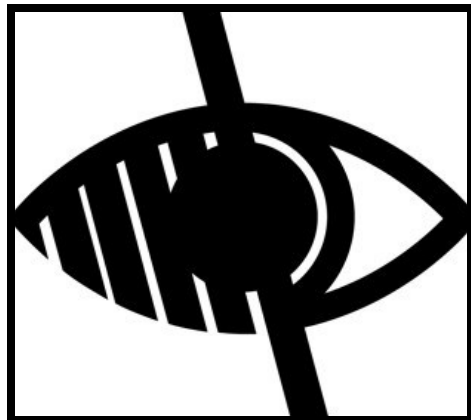
The shelter

environment may also contain communication barriers. We often use visual means such as signs, posters, and information sheets to convey information.

Remember, a person with a visual impairment has the same needs for information as a person who is sighted.

Suggestions include the following:

- Depending on need, provide a verbal orientation to the shelter facility.
- Provide assistance with equipment such as phones.
- Offer assistance when going through feeding lines.
- Assign a cot space in an area with a permanent fixture, such as a wall or column, and where access to other facilities like eating areas and restrooms does not take the individual through an obstructed area.
- Post general information in large print.
- Offer to read information aloud.



Operations

Assisting Guests With Hearing Impairments

Hearing impairments may also vary widely, from hard of hearing to profoundly deaf. However, as with sight impairments, a hearing impaired person has the same needs for information as a hearing person. Discuss with the person the level of assistance needed to communicate. If the client communicates through American Sign Language (ASL), ask if there are any workers or other clients who know ASL. It may be helpful to assign a companion to the person who is deaf, or another client may volunteer to assist. Have workers carry paper and pens and provide them to other clients who may be communicating with the client who is hearing impaired.

Make sure that information about the disaster from television and radio stations is relayed to the client as well as information about or changes in the shelter routine.

Here are some suggestions:

- If the client is hard of hearing, but can hear to some extent, try to separate the client from a noisy and distracting environment.
- If the information to be provided the individual is lengthy, offer it in a written format. If there are numerous questions to be asked, write them out with space for the client to complete them.
- Post general information in numerous locations.
- Provide access to closed captioned televisions.

Operations

Working With the Media

It is always important to maintain a good relationship with the media. The press can help us get the story out by telling people where the shelter is open and where it is located. It is not the role of the staff at a shelter to actively seek out the media for interviews. (In general, all media outreach should be coordinated in advance) However, shelter staff may encounter the media while at the shelter. As far as the media is concerned, anyone volunteering at the shelter may be perceived as a shelter spokesperson, so the media are apt to seek information from anyone wearing KCDEM identification.

When approached by the media

- Respond courteously and cooperate, if possible.
- Get the reporter's name, station or newspaper, phone number, their requests for information, and any deadline. Give this information to the shelter coordinator immediately.
- Respond to questions in a positive fashion, commenting only on the activities related to the shelter and available services.
- Speak only to the facts that you know. Refer questions about the overall operation to the shelter coordinator.
- Be clear. Use non-technical language that is easy to understand.
- Think carefully before you answer. Remember that any statement made may be used out of context.
- Do not give out any information on a particular client. Remember, we have to respect our guests privacy.



Operations

Working With the Media (cont'd)

CAMERAS INSIDE THE SHELTER

Media crews may ask to take pictures inside the shelter. Our first obligation is to the privacy of shelter residents; however, it is usually possible to assist with the story.

Explain this to the crew, and offer possible alternatives, such as the following:

- You should clear any press actions inside the shelter with the shelter coordinator before it is allowed. The KCDEM office does have a Public Information Officer and that phone number is listed in the back of this book as well as the shelter handbook.
- Ask one or two clients if they might be willing to talk with the media. If so, select an area for the interview that will not impose on other clients' privacy.
- If the shelter has only a few residents, you could select a small area of the shelter, announce to all residents that the media is going to be conducting a short interview in that area, and ask anyone who does not want to be in the video to step away for just a few moments.



Location Specific Operations



Salvation Army Building

There are several off limits areas in the building. The following areas are off limits to all guests:

- * **The food bank area and warehouse**
- * **Elevator and upstairs area (accessible from main hallway via stairs or elevator)**
- * **All office and closet areas in main hallway**
- * **Kitchen and food storage area**

Section Four

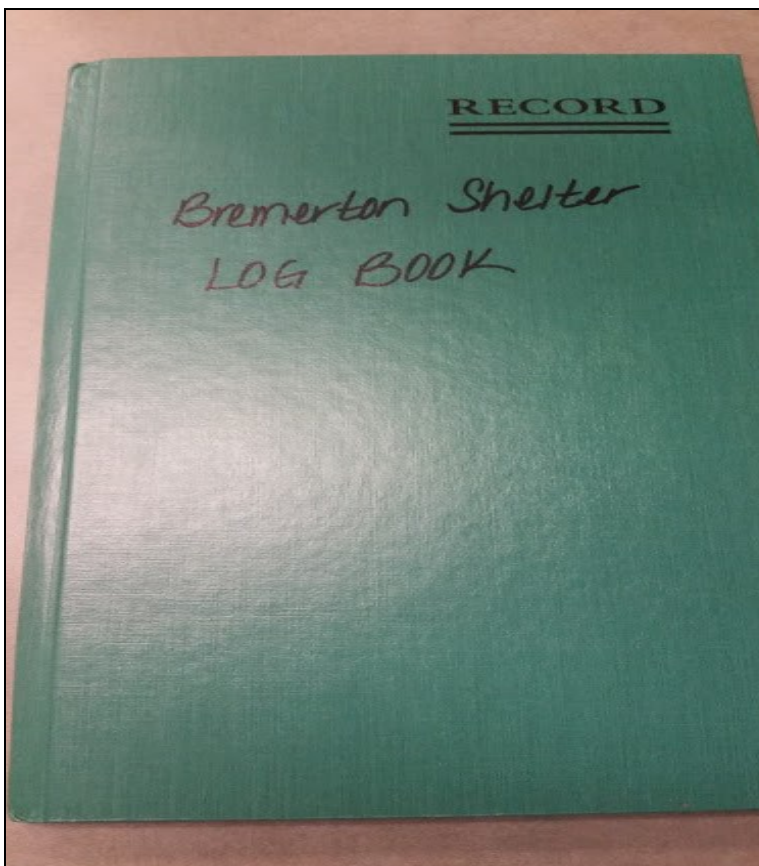
Shelter Safety and Security



Shelter Security

The Shelter Security Log is used to track incidents in the shelter. It is also used to log in rounds made by volunteers, equipment failures, vehicles in the parking lot and other things. Anything that happens in the shelter should be noted in the security log.

There are times when people in the community will bring donations to the shelter. While most donations should be re-routed through the proper channels, there may be some things that you can use at the time. Make a note of anyone who comes by the shelter for any reason. If they leave items at the shelter, write that in the log book as well.



Anything that happens at the shelter should be noted in the log book. Here is a couple of examples of how to fill out the log book:

- 11/13/08 9:25PM - Shelter power went out, generator started. All emergency lights worked properly.
- 11/13/08 10:05PM - Made security rounds
- 11/13/08 11:35PM - Two cars in parking area: Blue Ford Thunderbird, License ABC 321. Unknown if the car belongs to a guest in shelter. The other vehicle is a Green Ford F-150, that belongs to a volunteer.
- 11/13/08 12:10AM - Blue Thunderbird no longer in parking lot.

Shelter Security

There is nothing more important than the safety of the guests and the volunteers. Safety and security are everyone's responsibility. This section of the handbook will give you some basic safety tips and how to deal with unsafe situations.

Weapons

Weapons, of any type, are not allowed to be carried in the shelter. If you notice that a guest has a weapon, either on their person or in their purse, advise the guest that weapons are not permitted. They may put the weapon in their personal belongings where it will stay locked up until morning checkout. If they refuse or become belligerent, ask the client to leave. If you have further problems, call 911. Remember, we are not a law enforcement agency, so you do not have the right to try and confiscate a weapon. Trying to take a weapon from a guest could put you in serious danger.



Here is a list of some of the items that are considered weapons:

- Ammunition, Bullets and Bullet Clips
- Baseball Bats, Clubs and Batons
- Chains
- Brass knuckles
- Guns or Knives of any type
- Hatchets
- Martial Arts Devices - Throwing Stars, Swords, etc

VOLUNTEERS ARE NOT PERMITTED TO CARY FIREARMS, OR ANY WEAPON WHILE AT THE SHELTER, EVEN IF YOU HAVE A PERMIT TO DO SO OUTSIDE OF THE SHELTER

Shelter Security

Appendix P

KITSAP COUNTY RESOLUTION

A Resolution Relating to the Prevention of Workplace Violence

Resolution 143-1998

WHEREAS, Kitsap County recognizes that a workplace safe from the fear of violence is fundamental to the health and well being of both employees and the public alike;

WHEREAS, Kitsap County is committed to protecting the safety of its employees and will not tolerate acts or threats of violence which involve or affect its officers or employees;

WHEREAS, Kitsap County recognizes that acts of workplace violence are serious safety concerns and desires to adopt a policy that prohibits acts by its officers or employees which may threaten or harm other officers or employees or members of the public;

NOW, THEREFORE, BE IT RESOLVED that Kitsap County adopts the following policy prohibiting workplace violence and prohibiting the possession of any weapons by officers, employees and volunteers, while conducting county business, while on the job, and while on the worksite.

Section 1. Definitions. As used herein, the following terms shall be defined as follows:

1.1 "Dangerous Knife" means switch blade, swords, bayonet, dagger, bolo knife, or any other edged or pointed, cutting or stabbing device with a blade in excess of three inches in length.

1.2 "Firearms" are weapons capable of discharging a projectile by means of compressed air or chemical combustion.

1.3 "Threatening behavior," is a person directly or indirectly communicating to another (e.g., using words, conduct, writing or stalking) with the intent to do or cause harm.

1.4 "Weapon" means, but it is not limited to, firearms, brass knuckles, electronic stunning devices, bows, cross-bows, arrows, sling shot, dangerous knives and any martial arts device capable of being used to inflict bodily injury.

1.5 "Workplace Violence" is any verbal assault, threatening behavior, or use of, or attempt or offer to use, force upon or toward the person of another occurring in or arising from the worksite.

Shelter Security

Appendix P

1.6 "Worksite" is: (1) The building or work area constituting the principal place where work is performed or assigned, including common areas (such as reception area or halls) and private or personal work areas (such as offices or group work stations); (2) Any remote areas where the employee is engaged in official business, including field locations; (3) Vehicles, either county-owned or privately-owned, when used while conducting county business.

Section 2. Workplace violence by any county officer, employee, or volunteer is prohibited.

Section 3. The possession or use of any firearm or weapon by a county officer, employee, or volunteer, while conducting county business, while on the job, and while on the worksite, is prohibited. Possession of a valid concealed weapons permit is not an exception under this policy.

Section 4. An act of workplace violence or the possession or use of any firearm or weapon by a county officer or employee may result in disciplinary action including possible discharge.

Section 5. Exceptions:

5.1 Sheriff's Officers, Sheriff's Reserve Officers when on duty, Corrections Officers, Prosecutor's Investigators, the Security Coordinator, or Courthouse Security Staff, who are authorized to carry firearms in the performance of their duties, are not governed by this policy while in the good faith performance of their official duties.

5.2 The use of force necessarily used by a public officer in the performance of a legal duty, or a person assisting the officer and acting under the officer's direction, is not governed by this policy if the use of such force was made while in the good faith performance of official duties.

5.3 The use of force in defense of oneself or others as prescribed by chapter 9A.16 RCW is not governed by this policy.

5.4 Appropriate tools, equipment, devices and knives issued or approved by elected officials or department directors for their employees to be used in the course of employment are not considered dangerous weapons for purpose of this policy.

5.5 Employees who carry mace or pepper spray for their personal protection may carry these devices on to county property. Except as authorized by an elected official or department director, when on county property, these devices shall be concealed from sight and stored in a secure compartment, e.g., desk, cabinet.

Section 6. Responsibilities:

County of Kitsap:

Shelter Security

- 6.1 Provide opportunities for training and education about violence and about reducing the risk of violence.
- 6.2 Take appropriate administrative, legal and/or disciplinary actions to respond to acts of violence and threats.
- 6.3 Maintain confidentiality of complaints and concerns to the extent allowed by law.
- 6.4 Adhere to all pertinent state rules and federal regulations regarding workplace violence.
- 6.5 County will not discriminate or retaliate against employees who file workplace violence complaints.
- 6.6 Address and investigate employee personal safety concerns and recommend appropriate action as necessary.

Employee Responsibilities:

- 6.7 If fear of violence is imminent, employee should immediately retreat then contact 911, or extension 4444 Port Orchard Courthouse Campus (give your name and location) or request intervention from a supervisor or other available management staff. ([see Resolution Amending Resolution No. 143-1998](#))
- 6.8 If the threat of physical violence does not appear imminent, employee shall still retreat and then request intervention from a supervisor or other available management staff.
- 6.9 Employees who are concerned about their personal safety while conducting county business shall report such concerns to their elected officials or department director.
- 6.10 Employees involved in a situation where they fear physical retaliation may take place or where someone has made verbal threats of physical violence should immediately notify their elected official or department director.

Section 7. This Resolution shall be liberally construed to effectuate its purposes,

Shelter Security

and its provisions are declared to be separate and severable. If any portion of this Resolution is held to be unconstitutional or otherwise invalid, such findings shall not affect the validity of all remaining portions of this Resolution and the remainder of this Resolution shall be enforced as if the resolution did not contain the invalid part.

ADOPTED by the Board of Kitsap County Commissioners this 10 day of August, 1998, at a regular open public meeting, notice of which was given as required by law.

KITSAP COUNTY BOARD OF
COMMISSIONERS

/s/Chris Endresen
Chris Endresen, Chair

/s/Charlotte Garrido
Charlotte Garrido, Commissioner

/s/Phil Best
Phil Best, Commissioner

ATTESTED BY:

/s/Holly anderson
HOLLY ANDERSON, Clerk of the Board

Shelter Security

Drugs And Alcohol

Guests should not bring alcohol or illegal drugs into the shelter. If you spot either substance during check-in, advise the guest that they are not allowed to have those items with them while on shelter property.

Do not try to confiscate illegal items. This could escalate and lead to a dangerous situation. Advise the client to bag up those items with their personal belongings. If the guest refuses to leave with the illegal items or bag them, call 911 for assistance.

While you may be able to offer valuable support to someone who wants to overcome their problem, bear in mind that not all people will readily accept help or even admit to having a problem. You are not expected to be a substance abuse counselor. Do not assume that someone has a drug or alcohol problem just because they may look that way.

Sometimes people can behave unpredictably when they drink or take drugs. Their moods and actions can become erratic, which at best can be embarrassing or frustrating for friends and family, but at worst can become aggressive or violent. Don't tolerate abuse of any nature, whether physical or emotional - you have the right to put your own safety and well being first. If a guest becomes violent for any reason, call 911 immediately.

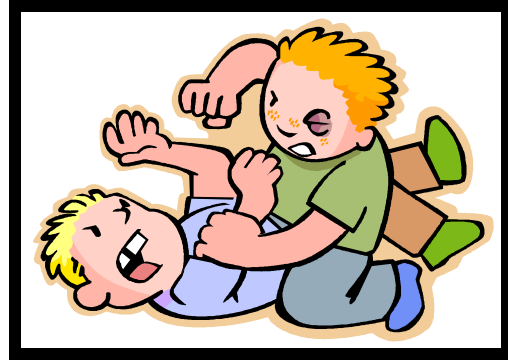
If a person wants to openly talk to you about their problem, lend an ear and support. Resort to your resources guide to find phone numbers that may help them. Lending an ear can be a great comfort to people.

Remember, even if you have addiction counseling training, you are not in a counselor capacity at the shelter and while you may be able to share some personal stories, they need professional help and guidance outside of the shelter setting.

Shelter Security

Altercations

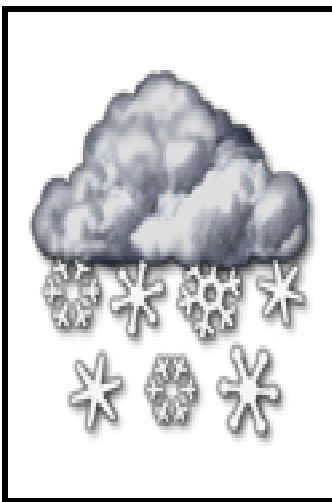
While most of our guests will just be glad to be out of the cold, tempers can flare and disagreements can happen. It is human nature to try and stop a fight once it begins. Try to diffuse the situation before it becomes physical. You should stay out of any physical altercations between guests. This could lead to harm to you and damage the trust you have built with the other guests. If a physical altercation happens, call 911.



Power Outages

In the event of a power outage, the safety lights should come on. Advise the guests to stay where they are until the lights come back on. If guests need to move around the shelter, you should get a flashlight and go with them. Shelter sites should be equipped with generators. Make sure that you know how to start the generator if it is not an automatic generator.

Severe Weather



In the event of heavy snowfall, monitor the building structure for any signs of weakness. Snow can pile up on roofs and cause collapses or breaches. If you see a breach in the roof, call the shelter coordinator immediately and move the guests to either another part of the shelter or outside. You will also want to keep a watch on the doors and walkways that lead up to the shelter. Try to keep them clear. It is important for police, fire or rescue to have unrestricted access to the building. It is also important to ensure that volunteers and guests can get out of the building if necessary.

Shelter Safety

SECURING THE BUILDING

As stated in the responsibilities section, the doors to the shelter should be locked and lights turned out at 10PM. Guests are not allowed out of the facility after lights out. This is for both your safety and the safety of our guests. If a guest leaves the shelter after 10PM, they are not permitted back in until 6PM the following day, if the shelter is still active. Special circumstances may be considered and exceptions may be made depending on the situation. Guests are also not allowed to check in to the shelter after lights out unless they are escorted by a police officer.

During your hourly rounds, check to ensure that all doors and windows are locked. This includes any windows that may be in the restrooms.



FIRE SAFETY

Fire safety is perhaps the most important safety step you can practice. Be aware of fire hazards, such as heaters or people who may sneak a cigarette inside. Always know where the fire exits are in the building and make sure that they are accessible. Do not set up any tables or cots that may block the fire exits.

Shelter Safety

Fire Safety

While most buildings are equipped with automatic fire safety devices (smoke detectors, sprinklers, etc.) you are the most important and effective fire safety device. Here are some basic fire safety procedures and tips. Remember, these are only guidelines. Approved training is best before using a fire extinguisher. In case of a fire, before you do anything else... **CALL 911!!!**

Fire Extinguishers

Fire extinguishers are labeled according to the type of fire on which they may be used. Using one type of extinguisher on the wrong type of fire could be dangerous and make matters even worse.



This chart shows you the markings on the side of most fire extinguishers.

The fire type that the extinguisher can be used can be noted by letters, colors and in some cases through pictograms.

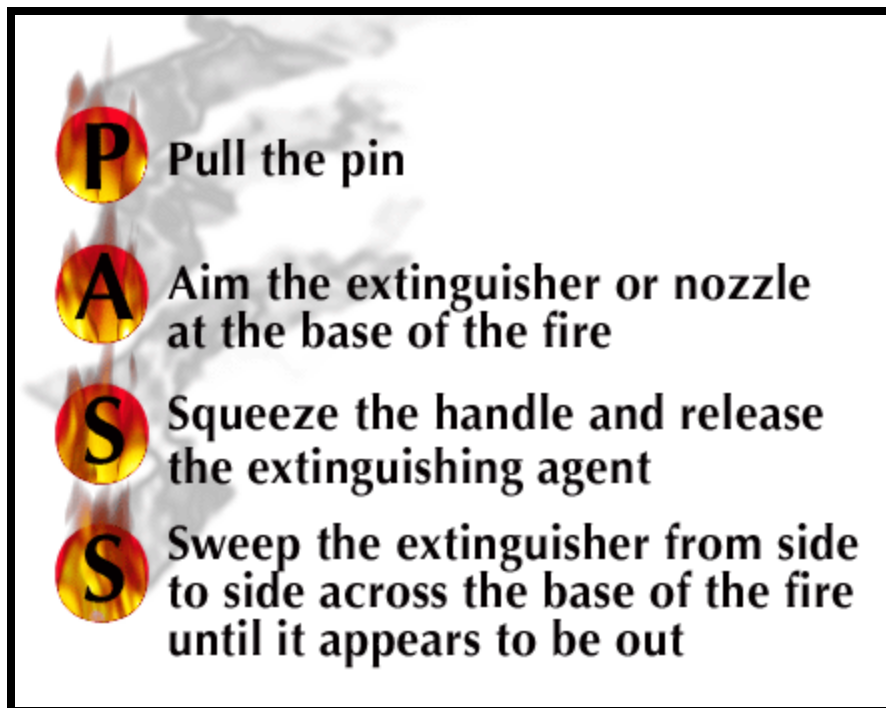
Shelter Safety

Fire Safety

The important thing to remember is to stay calm. Always call 911! Before using a fire extinguisher, assess the situation to determine if it is safe. If there is any possibility that the fire is too big for the extinguisher, stop and get out of the building immediately.

Always ensure that you have an escape route before trying to use an extinguisher on a fire. Most fire extinguishers only last 10-15 seconds so it is important to use them efficiently.

The National Fire Protection Association has devised an acronym to help you remember how to use a fire extinguisher: PASS. PASS stands for Pull, Aim, Squeeze, and Sweep.

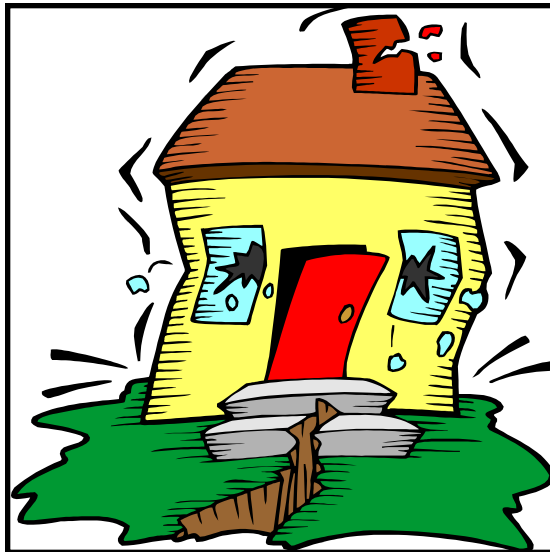


- Be sure to point the nozzle at the base of the fire. If you aim at the flames, the extinguishing agent will likely pass through the flames and be ineffective.
- Be aware of smoke. Seven out of ten fire deaths occur from breathing poisonous gases produced by the fire. Stand several feet away, advancing only when the fire starts to diminish.

Earthquakes

If a serious earthquake occurs while the shelter is opened try please follow the following steps:

- 1. If the guests are awake, drop and cover! This is for the safety of guests and volunteers!**
- 2. When the ground stops shaking, exit the building. Before you exit, assign volunteers to check exit routes for safety. Have guests and volunteers take all belongings! The Shelter now is closed (before a shelter can be opened a Building Official must inspect the site. This will take hours!). Do not remove shelter supplies.**
- 3. Take roll call. Contact the Shelter Coordinator immediately.**



In the event of a minor quake, with no obvious building damage, you may re-enter the shelter and resume shelter operations as normal. You must still call the shelter coordinator and get clearance to resume operations.

After a serious quake, the Red Cross shelters will most likely open.

Shelter Safety

Evacuation

If there is any size fire in the building while the shelter is open all guest and volunteers must evacuate the building even if you put out the fire! This same policy is true for earthquakes, even minor quakes.

Follow these steps:

1. When opening the shelter review the evacuation routes. There should be at least two exits and routes to those exits. Walk those routes to assure both you and guest can use the alternate route if needed.
2. Order the evacuation!
3. Clearly communicate the evacuation order to all guest and volunteers.
4. Assist all disabled guests as needed.
5. Account for all guests and volunteers. Have a volunteer assigned to grab the Shelter sign in sheet and Volunteer sign in sheet upon exiting the building.
6. Before exiting the building be sure to sweep the building for anyone who may have been left behind.
7. Exit the building.

Changing Gears

Should a disaster occur while a Severe Weather Shelter is in operation, there is a possibility that we will have to change gears. In other words, we will have to go from being one kind of shelter to another. KCDEM and the American Red Cross have teamed up to ensure a smooth transition from a Severe Weather Shelter to a Red Cross Emergency Shelter status.

There are some differences between the two shelters and how they are operated. Red Cross personnel will arrive as soon as possible to open the Red Cross shelter. KCDEM volunteers may have to wait at the shelter location until the Red Cross volunteers arrive to transfer keys or other items necessary for the Red Cross to open the shelter under their guidelines. The shelter coordinator will contact you either by phone or in person to notify you of the change in shelter status.



If we are changing gears, follow these steps:

- * Advise the guests that we are changing shelter status and that they will be required to check in again once the Red Cross has arrived.
- * Return all guest personal belongings that were checked in
- * Set up an area for guests to wait until the Red Cross arrives and gets set up
- * Gather all KCDEM supplies (log books, flashlights, coffee pots, etc) and put them into the shelter start up kits.
- * Follow the usual steps for closing the shelter
- * Wait for the shelter coordinator to arrive

Not all KCDEM shelters are Red Cross shelter sites, so there is a possibility that the Severe Weather Shelter may stay open. Guests will be encouraged to go to the Red Cross shelter locations.

KCDEM volunteers may offer their services to the Red Cross on an assistance level only unless they have had the Red Cross shelter training and are assigned to the shelter by the Red Cross. The two organizations have created a shelter training program for KCDEM Severe Weather Shelter Volunteers that will satisfy the Red Cross sheltering training standards and make you eligible to work in a Red Cross shelter. For training opportunities check our website at www.kitsapdem.org

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Section Five

Shelter Shutdown



Shelter Shutdown



SHELTER SHUTDOWN PROCEDURES

The shelter will close daily at 7AM with few exceptions. You will be notified in advance if the shelter will be staying open during the day. The following closing procedures still need to be completed, regardless.

- Wake up guests at 6AM for an 7AM. departure.
- If a weekday, inform guests that the Salvation Army serves breakfast from 8:00 a.m. to 8:45 a.m.
- Make sure coffee pot is rinsed out and returned to its bin, along with all other supplies/materials. Ensure coffee pot is turned off, as well as any other electrical items in the shelter.
- Complete paperwork.
- As each guest departs, they are to sign off out on the Shelter Guest Log / Agreement form. Notate whether or not they left with their bag of belongings. If they are returning for a second night, all belongings must leave with the guest. There should not be any bags remaining at the close of the shift.
- Be sure to check the smoking area to assure we do not leave a mess for the building residents.
- No later than 7:30 a.m., lock doors and contact the designated shelter coordinator for instructions on how to return keys and paperwork if shelter coordinator is not on site.
- Organize all paperwork, including Volunteer Sign In Sheets, Security Log, Guest Sign In/Out Log, Shift Reports and any other paperwork that needs to be returned to the CCC staff.

Shelter Shutdown



KITCHEN/LOUNGE CLEAN UP

It is very important that any areas where food is served be cleaned daily.

Before closing the shelter for the day, the following needs to be completed:

- **Inventory all remaining food supplies.**
- **Thoroughly clean food service and food preparation areas.**
- **Ensure that all used dishes, if any, are cleaned and put away**
- **Thoroughly clean the refrigerator if one was made available**
- **Wipe down and spray cots, pads or air mattresses**



RESTROOM CLEAN UP

The restroom area must be clean before the shelter closes.

- **Floors should be mopped and mop bucket emptied**
- **Mirrors, toilets, sinks and counters need to be cleaned and disinfected**
- **Empty the trash and refill cans with new trash bags**
- **Disinfect all surfaces with disinfectant spray**

Shelter Shutdown

DORMITORY CLEAN UP

Set up a trash can with a clean bag in it so guests can deposit used pillows and blankets in the can on their way out of the facility. Once all guests have left the building, take the bag out of the can and tie it up for laundry pickup.

The dormitory areas should be cleaned and disinfected daily. Once guests depart the facility, wipe down and spray all cots (or mats) with disinfectant spray. Sweep and mop the areas around the cots. Do not put new blankets or pillows on the cots, as they may not be completely dry from disinfectant spray. Besides, you want to give the floor time to dry after mopping.

Before departing the facility, make one last round to ensure all doors and windows are locked. Check the bathrooms for guests that may still be in the building. Make sure all areas are clean and neat. You should also check to be sure that all electrical appliances are off and all trash is emptied.



If the shelter coordinator or building representative is not on site, make sure you lock the main entrance door on the way out. As you leave, make one more walk around the facility and through the smoking area.

Remember, we want to leave the shelter facility in the same state as when we opened the shelter. Some shelters may be businesses and need to be able to open as usual.

Appendix

FORMS & INFORMATION



STATE OF WASHINGTON EMERGENCY WORKER DAILY ACTIVITY REPORT								
County in which mission/incident took place:				Mission/Incident Number:				
Mission/Incident Name:				Date From:			Date To:	
Unit Name:								
Unit Address:								
EMERGENCY WORKER NAME	CARD No.	ASSIGN. OR TEAM	DATE		DATE		TOTAL HOURS	ROUND TRIP MILES (DRIVER)
			IN	*OUT	IN	*OUT		
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13.								
14.								
15.								
16.								
17.								
18.								
* The time a person could reasonably have expected to reach home without stopping enroute.								
TOTAL PERSONNEL:			TOTAL HOURS:		TOTAL MILEAGE:			
THIS FORM MUST BE SIGNED BY LOCAL EMERGENCY MANAGEMENT DIRECTOR/COORDINATOR OR SHERIFF'S DEPUTY.								
By my signature below, I certify that these persons did participate in this mission/incident:								
Print Name and Title			Signature					
EMD - 078 (02/00)								



SHELTER INCIDENT FORM

Date: _____

Time: _____

Describe, in detail, the incident and whether the parties involved were volunteers or guests or if shelter equipment was involved:

Shelter Coordinator Notified: ___ Yes ___ No **Time:** _____

Building Staff Notified: ___ Yes ___ No **Time:** _____

Name of Volunteer (print): _____

Signature: _____