



**American
Red Cross**

Reception and Care Centers Shelters

For Surprise Citizens Corps Council Summit

- Mass Care is the Red Cross service group which includes Sheltering and Feeding
- Salvation Army partners with the Red Cross on feeding, donations management, and counseling



- Red Cross Basics
- Shelter operation
- Shelter management in large disasters
- General Management in large disasters
- Other related disciplines:
 - logistics(to move equipment), client services(for immediate clothing needs), etc.
- Drills
 - Government directed
 - Red Cross internal



- **RCC or Shelter?**
 - **A Reception and Care Center is a meeting and feeding place**
 - No sleeping arrangements
 - Safety constraints but otherwise open to all
 - **A Red Cross shelter is temporary quarters**
 - Volunteers not trained for special needs
 - Safety secured internally, by facility, or by law officers
 - Occupants check in and check out
 - Confidential and private
 - Suitable for general population

- **Shelter Population Considerations**

- 'General population' includes anyone who is generally independent or is attended by a responsible person
- Does not include persons who need special care which cannot be provided by Red Cross volunteer
- Does not include persons whose personal safety may be compromised.
- Does not include persons who might compromise the safety of other shelter occupants

- Examples

- Does not include domestic violence victims
 - Does not include individuals suffering autism

- **Shelter Population Considerations**

- Special may get 'custom' sheltering
- Special facilities may already be in place for special groups already supported by specialized agencies
- Special 'co location' shelters may be set up by the general population shelter
- Co location is advantageous to all organizations
- Some Maricopa County agencies (for instance) already to this for RCCs



- **Opening an RCC**

- Generally considered short term or initial response
- May be opened by ARC or a government agency
- May be converted to shelter if site is suitable and needed
- The site is selected to safely meet victims needs as known at opening
- Significant special needs population processing involves special attention
- ARC provides snacks and meals as needed
- Other agencies may on hand as needed
- Salvation Army may provide on site hot food



- **Opening a Red Cross shelter**
 - ARC chooses site based on safety, capacity, accessibility, long term disaster exposure risk. . .
 - For large populations multiple shelters are opened
 - Almost concurrently:
 - Media is alerted to shelter location(s) if appropriate
 - Facility/ies set up for clients
 - Registration begins
 - Meal planning begins



- Mass Care provides registration, assistance, makes victims comfortable, and arranges feeding
- Nursing on site or on call as dictated by situation
- Mental health on site or on call as needed
- Client Services (individual assistance) for special circumstances
- Public information

- Registration
 - Simple name, address, and phone number for RCC
 - Full family information for shelter registration
- Snacks and hydration at all times
- Schedule of meals, lights out, etc., posted
- Meals served on site or nearby
- Shelter closed to the public except registration area
- Announcements are managed and careful

- **Statistics collected (and shared)**
 - Meals served
 - Overnight guests sheltered
 - Snacks served
- **On the first day:**
 - Disaster assessment if not already completed
 - Initiate case work with victims
- **Disaster assessment, case work progress, and statistics are used to determine RCC or shelter closure**



- Shelter closure is announced 24 hours before closure
- Closure for multiple shelters may be a reduction to fewer shelters
- RCC closure occurs when there are no clients nor are any more clients likely



- **Food sources:**
 - Donated by food purveyor
 - Prepared on site by certified facility
 - Prepared on site by ARC volunteers
 - Prepared at ARC kitchen and delivered
 - Prepared by Salvation Army or Southern Baptists



- **Food delivery**
 - Transported by food purveyor
 - Transported by ARC Emergency Response Vehicle to site or disaster area
 - Served from ERV, served at shelter site, or served in RCC
 - Served on site by Salvation Army
- **Disaster clean up**
 - Flood clean up kits
 - Other disaster clean up materials

- ARC volunteers are not trained to handle special needs
- Special needs shelters may co-locate for mutual benefit
- ARC will transport food for special needs but will neither order nor serve special needs food



- Sheltering of large populations may lead to:
 - Use of very large facilities or many facilities
 - Portable showers
 - Portable toilets
 - Less than ideal climate control

- No pets in shelters except personal assistance animals
- No weapons in shelters
- No tobacco or drugs
- Shelters and RCCs typically are schools, churches, community meeting places
- Shelters and RCCs with few exceptions are 'mobility challenged' friendly



- The Red Cross is volunteers you don't even know will give you a warm meal and a safe place to stay if you lose your home to a disaster.
- RC Volunteers have the unique opportunity to help our Arizonan neighbors when they need it the most.



**American
Red Cross**

Questions and Answers