



# **Stafford County/St. Peter's Lutheran Church**

## **Disaster Reception Center Operations Plan**

**March 2018**

## **Stafford County/St. Peter's Lutheran Church Disaster Reception Center Operations Plan, March 2018**

Reference: Stafford County Mass Care Operations Plan

1. **PURPOSE:** The Disaster Reception Center (RC) serves as the intake/registration site for the affected community. Survivors are kept safe and comfortable while RC staff determine their needs and initiate the processes necessary to facilitate these needs. Additionally, the RC provides amenities such as charging stations, internet access and telephone service for affected community members.
2. **CONCEPT OF OPERATIONS:** The RC operates as a partnership between county government agencies' staff and volunteers from St. Peter's Lutheran Church and other non-governmental organizations. The volunteers provide administration and support for the RC, allowing county agencies' staff to focus their full attention on identifying and meeting the needs of Survivors.
3. **ORGANIZATION AND FUNCTIONS OF THE RC:** The county agency staff and RC volunteers are organized into functional teams to care for and support Survivors:
  - a. The Command Post (CP) manages all the activities of the RC. It signs volunteers and agency staff in and out of the RC, assigns volunteers to functional teams, tracks the status of all RC functions, and maintains constant communications and reports RC status periodically to the County Emergency Operations Center (EOC). [See Annex A: Command Post Operations.]
  - b. The Parking Lot Traffic Control Team operates under the direction of the Sheriff's Office to maintain order in the parking lot and keeps the CP aware of events and concerns in the RC's immediate vicinity. [See Annex B: Parking Lot Traffic Control Operations.]
  - c. The Reception/Exit Control Team welcomes and registers Survivors on arrival and signs them out on departure. [See Annex C: Reception and Exit Control Operations.]
  - d. The Survivor Support Team assesses the needs of Survivors and initiates the processes to facilitate those needs [See Annex D: Survivor Support Operations.]
  - e. The Survivor Care Team provides a safe, comfortable, and calming environment for Survivors while their needs are assessed and met and provides food for Survivors and staff. [See Annex E: Survivor Care Team Operations.]

- f. The Health Services Support Team administers the office for Health District staff on site and supports them as required. [See Annex F: Health Services Operations.]
  - g. The First Aid Station Team administers the First Aid Station under the direction of the Fire and Rescue EMS team on site. [See Annex G: First Aid Station Operations.]
  - h. The Public Safety Support Team operates under direction of the Sheriffs' Department officers on site to help maintain order in the RC. [See Annex H: Public Safety Support Operations.]
  - i. A Pet Reception Team manned by Sheriff's Department Animal Control officers receives and cares for Survivors' pets.
4. OPENING THE RC: After a disaster has occurred and the county government has assessed the situation and determined that a RC is needed for mass care of Survivors, the County Emergency Operations Center (EOC) notifies the RC Manager that the RC needs to be opened. The RC Director in turn notifies St. Peter's and other volunteers to report to the RC [See Annex I: Notification and Reporting Procedures.] County agencies notify their designated personnel to report as well.

The first volunteers to arrive at the RC inspect the facility to insure it is structurally sound and has functioning lights, air conditioning/heat, and water and open up the RC Command Post. They notify the EOC that volunteers are reporting in and setting up the RC and that the RC's operational status is RED (manning and organization underway, not prepared to accept Survivors).

Safety of RC staff and volunteers is the number one priority. Volunteers and staff should report to the RC only when they believe it is safe to do so

Once the CP is manned with two volunteers, the parking lot, reception desk, and rest area are manned with at least one person, and law enforcement and EMTs are on site, the CP notifies the EOC that the RC is at operational status AMBER (prepared to accept Survivors but not process them.) The goal is to achieve operational status AMBER within two hours of initial notification.

Time permitting, once the RC is fully operational but before Survivors begin arriving, all RC staff except for two members of Parking Lot Traffic Control and one member of the CP will assemble in the Dining Area when directed by the CP for an in-brief on the disaster situation and operation of the RC. This briefing will open with responses to emergency situations that might arise during RC operations. [See Annex J: Responses to Emergency Situations.]

When the EOC directs the RC to open, vehicles transporting Survivors are met by the Parking Lot Traffic Control Team at the entrance to the church parking lot and directed where to park. Survivors with pets are told to take them to the Pet Reception Team in the far corner of the parking lot.

At the entrance to the church narthex, Public Safety and EMT personnel identify any arriving Survivors who might pose a public safety or health risk if admitted to the RC. People posing a potential risk are moved to the isolation room in the west wing of the church and remain supervised until further disposition is determined.

RC staff shall report any threats to public safety immediately to the uniformed law enforcement officers on site, then to the CP. RC staff shall report any serious injuries or health-related concerns to the Fire and Rescue Department EMS personnel on site, then the First Aid Station.

Other Survivors wait temporarily in the church narthex until they are welcomed at the registration desk located in front of the church sanctuary, signed in, and escorted to the Rest Area in the church multipurpose room to await a needs assessment interview. Members of the Care Team located in the narthex identify Survivors needing priority attention, escort them to the front of the line to sign in, identify them to the Reception Team and mark a "P" for priority on their Reception Register entry, and ensure their priority needs such as first aid treatment, dry clothing, *etc.*, are met. Other citizens not in need of assistance but only requesting information are directed to the Information Desk manned by County personnel in the narthex.

All Survivors are welcomed, told what to expect at the RC, signed in on the Reception Registry individually, and issued a name tag or other form of identification. They are then asked to stay in the Rest Area where they are cared for until sufficient County staff has arrived to begin needs assessment.

5. OPERATING THE RC: Once sufficient county agency staff and supporting volunteers have arrived to begin assessing and meeting Survivors' needs, the RC has achieved full operating capability, operational status GREEN (prepared to accept and process Survivors). Up to six interview stations are set up and manned in the church sanctuary and County staff agency representatives are prepared to assist Survivors.

Survivors are interviewed in the order in which they sign in on the Reception Register. Family groups are kept together to the extent possible. Members of the Support Team escort families from the Rest area to the interview area in the sanctuary and conduct a needs assessment interview.



During the interview process the Support Team assesses and records the family's needs on the Needs Assessment Form. Assistance that can be provided or arranged for at the RC includes:

- Shelter
- Transportation
- Health Services
- Communications
- Family Counseling
- Other issues

At the conclusion of the needs assessment interview, Survivors are given a Survivor Instructions and Assistance Record form showing them where to go in the RC to get the assistance they need. The same Support Team members who conducted the interview

- escort the Survivors to the Support Team Operations Cell,
- drop off a copy of the Needs Assessment Form
- record the family's needs on the Needs Assessment Register
- if necessary, escort the Survivors to the different locations in the RC to meet their needs. All unaccompanied minors should be escorted. Survivors requiring shelter or transportation are asked to wait in the Rest area after their other needs are met to await transportation to the shelter or other locations.

Unaccompanied Survivors go to the locations shown on their Survivor Instructions and Assistance Record and receive the assistance available. Staff at these locations annotate the Record. When the Survivors have visited all the locations, they return to the Support Team Operations Cell, the assistance information on their Record is recorded on the Needs Assessment Register, and their names are put on either the Shelter or Transportation Roster as appropriate.

As soon as an interview station is available, the Support Team members escort the next family on the Reception Register from the Rest Area to the interview station.

When the appropriate transportation arrives at the RC to take Survivors to a shelter or other locations, the Registration and Exit Control team takes the relevant roster to the Rest Area and notifies the families on the roster that their transportation has arrived. The Registration and Exit Control team then escorts

the family to the Exit Control desk at the entrance to the east wing of the church and signs them out of the RC on the Exit Control Register. The disposition/destination of the family is then recorded on the Reception Register.

6. CLOSING THE RC: When the EOC determines that the RC is no longer required or can be reduced in manning, volunteers and agency staff may be released by their organizations at the discretion of the RC Manager. All must sign out and turn in any team instruction books, including action logs, and other materials at the CP. This demobilization process must include the collection of forms and documents, and include a “debrief” of all released staff prior to their departure.

Before the RC is completely closed, any church materials, including food, consumed in operating the RC will be recorded and the records provided to the CP. All church facilities will be cleaned and returned to their condition prior to opening the RC. All Registration and Needs Assessment forms will be turned in to the Department of Social Services. Any significant damage to church property will be recorded and photographed.

7. POST DISASTER ACTIONS: Within five business days after closing the RC, the church will submit vouchers to the County for any church materials consumed and repairs to any significant damage. The CP will submit to the County a record of volunteer hours worked by day. Within 30 days of closing the RC, the CP will submit an after action report to the County discussing any significant issues identified during RC operations and recommending any necessary changes to procedures.

8. COMMAND, CONTROL, AND COMMUNICATIONS:

- a. Command and Control: The Assistant to the County Administrator for Human Services is the Disaster Reception Center Director (Incident Commander) with overall responsibility for the RC. The RC Administrator from St. Peter’s responds to his/her guidance and is responsible for providing administrative and logistical support for the RC. County, State, and NGO employees representing their agencies at the RC continue to report to their respective agency chains of command during operations.
- b. Communications: The CP will maintain communications with the EOC and other agencies using the limited number of existing church landlines and the County-provided hand-held radios on the Incident Command net. County agency representatives will communicate with their agencies via personal or provided cell phones. The Volunteer Emergency Communications Team (Amateur Radio) representative operating in the CP will provide backup emergency communications. Phone numbers for contacting the EOC will be provided by the Disaster Reception Center

Manager. Internal RC communications are provided by hand-held radios provided by SCF&R or backup hand held radios. Internal and external reporting will include the processes and information laid out in the Communications and Reporting Annex [See Annex K: Communications and Reporting.]

9. COORDINATING INSTRUCTIONS:

- a. Safety of RC staff is the number one priority. Volunteers and staff should report to the RC only when they believe it is safe to do so. [See Annex I: Notification and Reporting Procedures.] Report any threats to public safety immediately to the Sheriff's Department uniformed law enforcement officers on site, then to the CP. Report any serious injuries or health-related concerns to the Fire and Rescue Department EMTs on site, then the first aid station.
- b. As volunteers report they will be issued brown identification vests and will wear them at all times. Volunteers will write their first names on the 3x5 card in the front pocket.
- c. County DSS personnel will wear their blue identification vests. All other County, State, and NGO staff will display their organizations' identification badges at all times.
- d. Each team's supply and equipment box includes a book containing specific team instructions (the annexes to this operations plan) and the forms required to log team actions and account for materials consumed during operations. Team volunteers will maintain the logs and inventories in these books and return them to the CP when the RC is closed.
- e. Public affairs are the responsibility of County government employees. Refer any media or other inquiries to the CP.
- f. RC staff can rest and secure personal property in the Staff Lounge area located in the west wing of the church. Only RC staff will be allowed in the west wing.
- g. To keep all on-site staff and Survivors apprised of the rapidly developing situation and facilitate coordination, the CP may call brief staff conferences about once hourly. All on-site agencies should send one representative who can provide an update on the current status of their operations and any requirement for additional resources. Conferences will be held in the Briefing Room. Representatives should share the information from the conference with their fellow team members and Survivors as appropriate.

Annexes:

- A: Command Post Operations
- B: Parking Lot Traffic Control Operations
- C: Reception and Exit Control Operations
- D: Survivor Support Team Operations
- E: Survivor Care Team Operations
- F: Health Services Operations
- G: First Aid Station Operations
- H: Public Safety Support Operations
- I: Notification and Reporting Procedures
- J: Response to Emergency Situations
- K: Communications and Reporting

Enclosure: RC Layout and Office Assignments

1. The Command Post (CP) manages all the activities of the RC. It signs volunteers and agency staff in and out of the RC, assigns volunteers to functional teams, tracks the status of all RC functions, and maintains constant communications and reports RC status hourly to the County Emergency Operations Center (EOC).
2. PRE-DISASTER PREPARATION:
  - a. Maintain current alert rosters with the contact information of all RC volunteers.
  - b. Maintain current EOC and other county government contact information as provided.
  - c. Conduct semi-annual refresher training/practice for RC volunteers.
3. OPENING THE RC:
  - a. Notify all or selected volunteers to report using the alert roster.
  - b. Report the operational status of the RC to the EOC using the following criteria:
    - i. BLACK: The RC facility is structurally unsound or lacks electricity, air conditioning/heat, or water and the problem cannot be resolved within two hours
    - ii. RED: Volunteers are reporting and organizing the RC but it is not yet ready to receive Survivors
    - iii. AMBER: The following criteria are met and the RC is ready to receive but not process Survivors:
      1. The building is structurally sound and all life support systems are operational
      2. Law enforcement and EMT personnel are on site
      3. The CP is manned with at least two volunteers, the parking lot, reception/exit control, and Survivor Care teams are manned with at least two people.
    - iv. GREEN: Sufficient County agency staff and volunteers are on site to begin processing Survivors
  - c. Sign volunteers in as they report and issue them RC volunteer identification vests. Temporarily assign the first volunteers to arrive to those teams required to reach AMBER status. Issue the first member of each team the team instruction book with directions to maintain the team

activity log. When the regular members of the priority teams arrive, have them relieve the temporary members, who should then report to the CP for reassignment.

- d. Sign in County and State agency and NGO staff as they arrive, ask them to wear their identification badges while in the RC, and direct them to their assigned duty locations.

4. OPERATING THE RC:

- a. Maintain communications with the EOC and report any significant events or issues immediately (i.e. change in operational status, injuries, disturbances.)
- b. Maintain the RC Status Board with the following information:
  - i. Numbers of volunteers on site
  - ii. Numbers of county staff on site by agency
  - iii. Total number of Survivors on site
  - iv. Total number of Survivors received
  - v. Total number of Survivors discharged
  - vi. Estimated numbers of breakfast, lunch, and dinner meals that can be prepared using on site food stocks.

- c. Report a summary of that information to the EOC hourly using the Hourly Situation Report Form shown below.

<b>DISASTER RECEPTION CENTER HOURLY SITUATION REPORT</b>									
<b>LOCATION:</b> <i>St Peter's Lutheran Church</i>									
<b>DATE/TIME OPENED:</b> <i>7/4/18 1900</i>									
Line No.	Description								
1	Effective Time of Report	<i>1900</i>	<i>2000</i>						
2	Reception Center Status*	<i>G</i>	<i>G</i>						
3	Church Volunteers on Site	<i>20</i>	<i>21</i>						
4	County/State Staff on Site	<i>15</i>	<i>17</i>						
5	Total Survivors on site	<i>31</i>	<i>26</i>						
6	Survivors received since last report		<i>10</i>						
7	Survivors discharged since last report		<i>15</i>						
8	Total meals fed	<i>15</i>	<i>25</i>						
9	Breakfasts remaining	<i>60</i>	<i>60</i>						
10	Lunches/dinners remaining	<i>100</i>	<i>85</i>						
<p>*B: Black: DRC cannot be made operational                      R: Red: Volunteers reporting, not ready to receive Survivors                      A: Amber: Ready to receive but not process Survivors                      G: Green: Fully operational</p> <p>Report on the hour to the EOC by radio. Provide paper copy to Reception Center Director and Administrator. Use 24-hour time. Report by line number and only lines with a change since last report.</p>									

- d. Maintain current team rosters.
- e. Be prepared to brief media or distinguished visitors in the RC Briefing Room if requested by the RC Manager or the EOC.

5. CLOSING THE RC:

- a. Before any team is released, inspect their duty area to insure it has been cleaned and returned to pre-operations condition.
- b. Sign out all volunteers and pick up their vests, their team activity logs. Ensure team equipment and supply boxes are returned to the storage area.
- c. Sign out all County, State, and NGO agency staff.

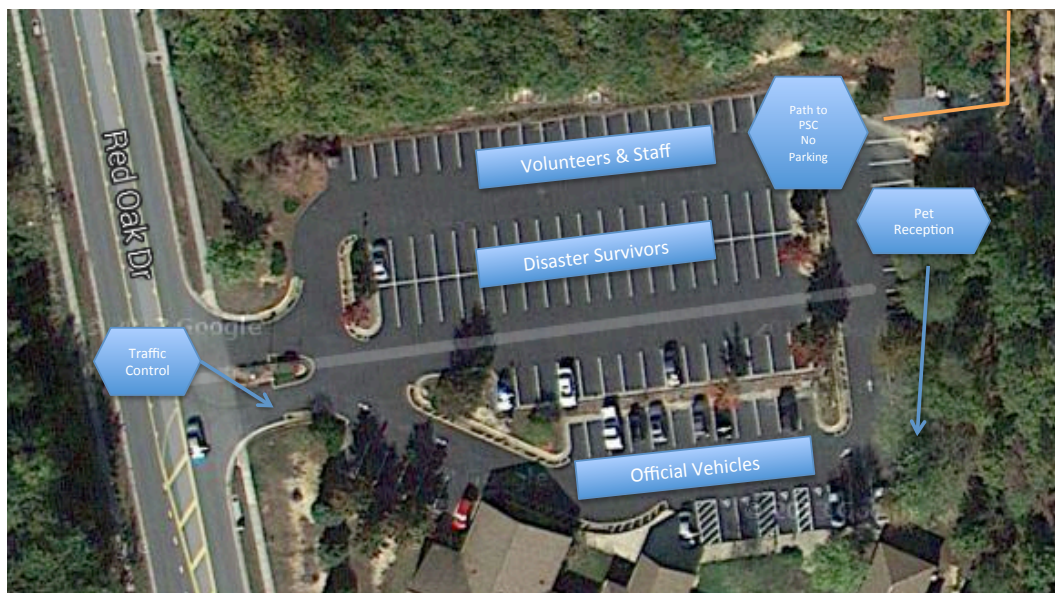
- d. Notify the EOC that the RC has closed and secure the facility.

6. POST DISASTER ACTIONS

- a. Within five business days of closing, submit a record of volunteer hours worked by day to the county.
- b. Within 30 days of closing, submit an after action report to the county discussing any significant issues identified during RC operations and recommending any necessary changes to procedures.



1. The Parking Lot Traffic Control Team operates under the direction of the Sheriff's Office to maintain order in the parking lot and keeps the CP aware of events and concerns in the RC's immediate vicinity.
2. PRE-DISASTER PREPARATION: Receive instruction and certification in traffic control from the Sheriff's office if possible.
3. OPENING THE RC:
  - a. Wear the safety vests and carry the flashlights provided.
  - b. Receive instructions from the Sheriff's Office law enforcement officers on site.
  - c. Install the fabric "Disaster Reception Center" sign on the pipe frame at the corner of Red Oak Drive and Courthouse Road.
  - d. Provide the following parking instructions to arrivals:
    - i. Tell volunteers and County and other agency staff to park in the row farthest from the church.
    - ii. Tell Survivors to park in the center rows.
    - iii. Keep the area in front of the church, the Pet Reception Area, and the access to the path to the PSC clear of all except for official vehicles.



4. OPERATING THE RC:

- a. Ask arriving Survivors if they feel ill. If so, give them a mask to wear and inform the CP.
- b. Tell Survivors arriving with pets to take them to the Pet Reception area manned by Animal Control at the far end of the parking lot for care and safekeeping. Only service animals are allowed in the RC.
- c. Immediately inform the on site law enforcement officers of any suspected criminal activity or threats to public safety.
- d. Immediately inform the on site EMTs of anyone requiring medical attention.
- e. Maintain awareness of developments around the RC and inform the CP of any potential concerns, such as approaching weather hazards.

5. CLOSING THE RC: Turn in team equipment box after inventorying all items.

1. The Reception/Exit Control Team welcomes and registers Survivors on arrival and signs them out on departure.
2. OPENING THE RC:
  - a. Direct volunteers and County, State, and NGO agency staff to sign in at the coffee bar in the narthex.
  - b. Welcome incoming Survivors to the RC. If they only need information, direct them to the Information Desk also located in the narthex and manned by a County government representative.
  - c. If they do need assistance tell them the purpose of the RC is to keep them safe and comfortable, assess their immediate needs, and help them meet those needs as quickly as possible. Sign in each Survivor individually on the Reception Register and record the family or group they are with.

DISASTER RECEPTION CENTER RECEPTION REGISTER <span style="float: right;"><i>Registration Desk</i></span>					
LOCATION: <i>St Peter's Lutheran Church</i>				Page <u>1</u> of ___	
DATE/TIME OPENED: <i>7/4/18 6:30 PM</i>					
Full Name	With Family/Group	Time In/ Priority	In for Interview	Time Out	Disposition/Destination
<i>Anne B. Dunne</i>	<i>Dunne</i>	<i>7:04 PM</i>	<input type="checkbox"/>		
<i>John A. Dunne</i>	↓	P	<input type="checkbox"/>		
<i>Peter Dunne</i>	↓	↓	<input type="checkbox"/>		
<i>Sally Dunne</i>	↓	↓	<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		

Survivors identified by the Care Team members in the narthex as needing priority consideration are identified with a "P."

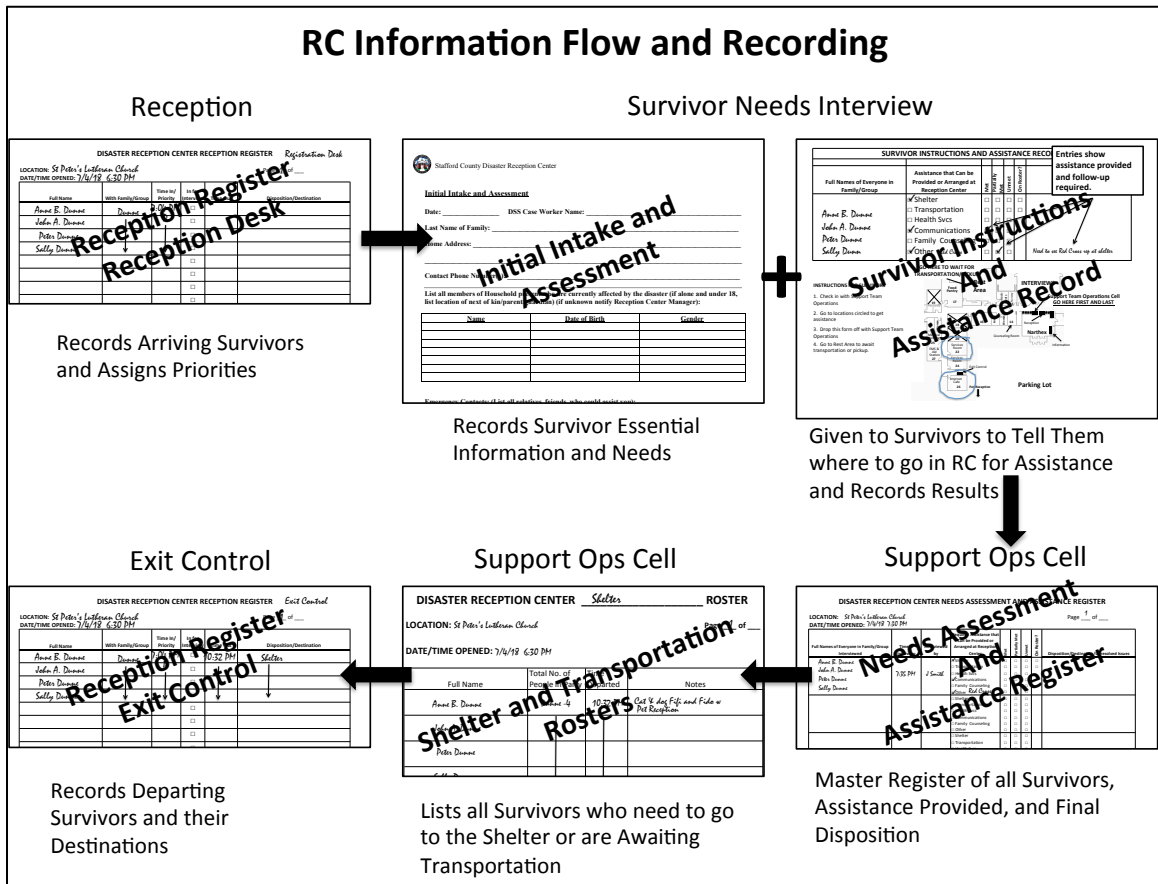
- d. Issue each Survivor a name tag or other means of identification.
- e. Direct Survivors to the Rest Area in the Multipurpose Room. Tell them they will be interviewed as soon as possible.
3. OPERATING THE RC:
  - a. Arriving Survivors: Use the Reception Register to tell the Support Team which family is next to be interviewed, with Priority Survivors going as soon as possible.
  - b. Departing Survivors: When transportation to the shelter or other location arrives, take the appropriate roster from the Support Team

Operations Cell to the Rest Area, notify the Survivors on the roster that their transportation has arrived, and escort them to the Exit Control desk. The Exit Control desk signs Survivors out of the RC on the Exit Desk Register, including their intended destination. The Exit Register should be used to update the Reception Register at least hourly so the Reception Register reflects both arrivals and departures as currently as possible.

DISASTER RECEPTION CENTER RECEPTION REGISTER <i>Exit Control</i>					
LOCATION: <i>St Peter's Lutheran Church</i>				Page <u>1</u> of ___	
DATE/TIME OPENED: <i>7/4/18 6:30 PM</i>					
Full Name	With Family/Group	Time In/ Priority	In for Interview	Time Out	Disposition/Destination
<i>Anne B. Dunne</i>	<i>Dunne</i>	<i>7:04 PM</i>	<input type="checkbox"/>	<i>10:32 PM</i>	<i>Shelter</i>
<i>John A. Dunne</i>	↓	<i>P</i>	<input type="checkbox"/>	↓	↓
<i>Peter Dunne</i>	↓	↓	<input type="checkbox"/>	↓	↓
<i>Sally Dunne</i>	↓	↓	<input type="checkbox"/>	↓	↓
			<input type="checkbox"/>		

- c. Reporting: Tell the CP how many Survivors have arrived, how many Survivors have departed, and how many are still on site every hour.
  - d. Other Visitors: If members of the media or distinguished visitors arrive, ask them to remain at the Reception Desk and notify the CP of their arrival.
  - e. Non-English Speaking Survivors: The Spanish language interpreters will be stationed at the Reception Desk and will assist Spanish-speaking Survivors throughout the entire process.
  - f. Temporarily Exiting and Re-entering the RC: Survivors who have to exit the RC to go to their cars, check on a pet, smoke, *etc.*, will only be allowed to do so through the Exit Control desk at the east wing entrance. They must sign out and back in again at the Exit Control desk.
4. CLOSING THE RC: Turn the Registration and Exit Rosters in to the CP. Inventory all equipment and return the team equipment box to the storage area prior to departing.

1. The Survivor Support Team pairs county Department of Social Services (DSS) representatives with volunteers. Volunteers escort Survivors to the interview stations where DSS staff conduct needs assessment interviews, then help Survivors move around the RC to receive the assistance available in the RC. Finally, the Support Team registers Survivors for transportation to the shelter or elsewhere.
2. A key element of the Survivor Support Team is the Support Team Operations Cell adjacent to the Reception Desk. The Operations Cell coordinates, tracks, and records all actions of the Support Team and what assistance has been provided to Survivors.
3. To accomplish this, the Support Team uses a series of forms and registers that facilitate the process and record progress in meeting survivors needs. The following figure shows the information and recording flow throughout the RC process and the Support Team's role in it. Full size copies of all the forms are at the end of this Annex.



4. OPENING THE RC:
  - a. Establish six interview stations in the sanctuary with a table or music stand and six chairs at each.

- b. Establish the Operations Cell at the table to the right of the reception desk in the narthex.

5. OPERATING THE RC:

- a. In general interview Survivors in the order in which they sign in on the Reception Register but give priority to those marked with a “P” for priority on the Register. Keep family groups together to the extent possible. Escort families from the Rest Area to the interview area in the sanctuary and conduct a needs assessment interview using the County DSS Initial Intake and Assessment Form.
- b. At the conclusion of the needs assessment interview, prepare a Survivor Instructions and Assistance Record form showing Survivors what assistance they need that can be provided at the RC and where to go in the RC to get it. Circle locations they should visit are on the RC floor plan on the form and give them the form.

SURVIVOR INSTRUCTIONS AND ASSISTANCE RECORD						
Full Names of Everyone in Family/Group	Assistance that Can be Provided or Arranged at Reception Center	Met	Partially Met	Unmet	On Roster?	Unresolved Issues
<p><i>Anne B. Dunne</i> <i>John A. Dunne</i> <i>Peter Dunne</i> <i>Sally Dunn</i></p>	<p><input checked="" type="checkbox"/> Shelter  <input type="checkbox"/> Transportation  <input type="checkbox"/> Health Svcs  <input checked="" type="checkbox"/> Communications  <input type="checkbox"/> Family Counseling  <input checked="" type="checkbox"/> Other <i>Red Cross</i></p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p></p>

**INSTRUCTIONS FOR SURVIVORS**

1. Check in with Support Team Operations
2. Go to locations circled to get assistance
3. Drop this form off with Support Team Operations
4. Go to Rest Area to await transportation or pickup.

- c. Escort Survivors to the Ops Cell and enter their names and assistance requirements from their Survivor Instructions and Assistance Record on the Needs Assessment and Assistance Register. Turn the Initial Intake and Assessment Form into the Ops Cell. Instruct Survivors to go to the locations circled on their Survivor Instructions form and return to the Ops Cell when they are done. Escort survivors, such as unaccompanied minors, who are unable to proceed by themselves.

DISASTER RECEPTION CENTER NEEDS ASSESSMENT AND ASSISTANCE REGISTER								
LOCATION: <i>St Peter's Lutheran Church</i>					Page <u>1</u> of <u>   </u>			
DATE/TIME OPENED: <i>7/4/18 7:30 PM</i>								
Full Names of Everyone in Family/Group Interviewed	Time of Interview	Interviewed by	Required Assistance that Can be Provided or Arranged at Reception Center	Met	Partially Met	Unmet	On Roster?	Disposition/Destination/Unresolved Issues
<i>Anne B. Dunne John A. Dunne Peter Dunne Sally Dunne</i>	<i>7:35 PM</i>	<i>J Smith</i>	<input checked="" type="checkbox"/> Shelter <input type="checkbox"/> Transportation <input type="checkbox"/> Health Svcs <input checked="" type="checkbox"/> Communications <input type="checkbox"/> Family Counseling <input checked="" type="checkbox"/> Other <i>Red Cross</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/> Shelter <input type="checkbox"/> Transportation <input type="checkbox"/> Health Svcs <input type="checkbox"/> Communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

- d. As Survivors proceed through the designated locations at the RC, staff at these locations record the assistance provided on the Survivors Instructions and Assistance Record and annotate any required follow-on support.

SURVIVOR INSTRUCTIONS AND ASSISTANCE RECORD						
Full Names of Everyone in Family/Group	Assistance that Can be Provided or Arranged at Reception Center	Met	Partially Met	Unmet	On Roster?	
<i>Anne B. Dunne John A. Dunne Peter Dunne Sally Dunne</i>	<input checked="" type="checkbox"/> Shelter <input type="checkbox"/> Transportation <input type="checkbox"/> Health Svcs <input checked="" type="checkbox"/> Communications <input type="checkbox"/> Family Counseling <input checked="" type="checkbox"/> Other <i>Red Cross</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>Need to see Red Cross rep at shelter</i>

**Entries show assistance provided and follow-up required.**

GO HERE TO WAIT FOR TRANSPORTATION/PICKUP

INSTRUCTIONS FOR SURVIVORS → Food Pantry → Rest Area → INTERVIEWS

- e. After receiving assistance at different locations, Survivors return to the Ops Cell where the Ops Cell staff records the information from their Survivors Instructions and Assistance Record on the Needs Assessment and Assistance Register and puts all the Survivors names on the Shelter or Transportation Roster as required. Those who need bus transportation to get to the shelter are put on the Shelter Roster. Those who have contacted friends or relatives for pick up are put on the

**DISASTER RECEPTION CENTER NEEDS ASSESSMENT AND ASSISTANCE REGISTER**

LOCATION: *St Peter's Lutheran Church* Page 1 of      
 DATE/TIME OPENED: *7/4/18 7:30 PM*

Full Names of Everyone in Family/Group Interviewed	Time of Interview	Interviewed by	Required Assistance that Can be Provided or Arranged at Reception Center	Met	Partially Met	Unmet	On Roster?	Disposition/Destination/Unresolved Issues
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<i>Anne B. Dunne John A. Dunne Peter Dunne Sally Dunne</i>	<i>7:35 PM</i>	<i>J Smith</i>	<input checked="" type="checkbox"/> Shelter <input type="checkbox"/> Transportation <input type="checkbox"/> Health Svcs <input checked="" type="checkbox"/> Communications <input type="checkbox"/> Family Counseling <input checked="" type="checkbox"/> Other <i>Red Cross</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Headed to Shelter at SHMS</i>
			<input type="checkbox"/> Shelter <input type="checkbox"/> Transportation <input type="checkbox"/> Health Svcs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>Need to see Red Cross rep at shelter</i>
			<input type="checkbox"/> Shelter <input type="checkbox"/> Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Ops Cell entries

Transportation Roster. Survivors are only listed on the Shelter or Transportation Rosters when they are ready to depart the RC. They drop off their Instructions and Assistance Records and are asked to wait in the Rest Area until their names are called to depart.

**DISASTER RECEPTION CENTER Shelter ROSTER**

LOCATION: *St Peter's Lutheran Church* Page 1 of      
 DATE/TIME OPENED: *7/4/18 6:30 PM*

Full Name	Total No. of People in Party	Time Departed	Notes
<i>Anne B. Dunne</i>	<i>Dunne -4</i>	<i>10:32 PM</i>	<i>Cat &amp; dog Fifi and Fido w Pet Reception</i>
<i>John A. Dunne</i>	↓	↓	
<i>Peter Dunne</i>	↓	↓	
<i>Sally Dunne</i>	↓	↓	



- f. As soon as an interview station opens up, the next group of Survivors is brought in to begin processing.

6. CLOSING THE RC:

- a. Return interview station tables and chairs to their previous locations.
- b. Collect and safeguard all forms generated during the operation.

7. FORMS

Reception Register (used at reception and exit control desks)

<b>DISASTER RECEPTION CENTER RECEPTION REGISTER</b>					
<b>LOCATION:</b>					Page ___ of ___
<b>DATE/TIME OPENED:</b>					
Full Name	With Family/Group	Time In/ Priority	In for Interview	Time Out	Disposition/Destination
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
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			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		

Initial Intake and Assessment Form, page 1 of 3



Stafford County Disaster Reception Center

**Initial Intake and Assessment**

Date: \_\_\_\_\_ DSS Case Worker Name: \_\_\_\_\_

Last Name of Family: \_\_\_\_\_

Home Address: \_\_\_\_\_

\_\_\_\_\_

Contact Phone Number(s): \_\_\_\_\_

List all members of Household present who are currently affected by the disaster (if alone and under 18, list location of next of kin/parent/guardian) (if unknown notify Reception Center Manager):

<u>Name</u>	<u>Date of Birth</u>	<u>Gender</u>

Emergency Contacts: (List all relatives, friends, who could assist you):

<u>Name</u>	<u>Phone Number</u>	<u>Gender</u>

If yes is answered to any of the following questions notify the care support staff and they will relay that information to the registration/intake desk.

- Do you need assistance hearing me? YES/NO
- Will you need assistance understanding or answering questions? YES/NO
- Do you have a medical or health concern or need right now? YES/NO
- Observation for the interviewer: Does the citizen appear to be overwhelmed, disoriented, agitated, or a threat to self or others? YES/NO If life threatening alert the Emergency response on site and reception manager; If **yes** describe: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Revised 07/12/17

Initial Intake and Assessment Form, page 2 of 3



Stafford County Disaster Reception Center

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Do you need medicine, equipment or electricity to operate any medical equipment or other items for daily living? YES/NO. If **yes** describe: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Do you normally need a caregiver, personal assistant, or service animal? YES/NO. If **yes** describe: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Do you have any severe environmental, food, or medication allergies? YES/NO. If **yes** describe: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Would this person benefit from a more detailed health or mental health assessment: YES/NO. If yes indicate concern: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**List immediate and urgent needs as indicated by assessment: (Prioritize 1-10)**

<b>1</b>	
<b>2</b>	
<b>3</b>	
<b>4</b>	
<b>5</b>	
<b>6</b>	
<b>7</b>	
<b>8</b>	
<b>9</b>	
<b>10</b>	

Revised 07/12/17

Initial Intake and Assessment Form, page 3 of 3



Stafford County Disaster Reception Center

**For Office Use Only:**

**DSS Recommendations:**

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**Referrals Made:**

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Revised 07/12/17

### Survivor Instructions and Assistance Record

<b>SURVIVOR INSTRUCTIONS AND ASSISTANCE RECORD</b>						
Full Names of Everyone in Family/Group	Assistance that Can be Provided or Arranged at Reception Center	Met	Partially Met	Unmet	On Roster?	Unresolved Issues
	<input type="checkbox"/> Shelter <input type="checkbox"/> Transportation <input type="checkbox"/> Health Svcs <input type="checkbox"/> Communications <input type="checkbox"/> Family Counseling <input type="checkbox"/> Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

**INSTRUCTIONS FOR SURVIVORS**

1. Check in with Support Team Operations
2. Go to locations circled to get assistance
3. Drop this form off with Support Team Operations
4. Go to Rest Area to await transportation or pickup.

**GO HERE TO WAIT FOR TRANSPORTATION/PICKUP**

**Support Team Operations Cell  
GO HERE FIRST AND LAST**

**Parking Lot**

### Reception Center Needs Assessment and Assistance Register

<b>DISASTER RECEPTION CENTER NEEDS ASSESSMENT AND ASSISTANCE REGISTER</b>							
<b>LOCATION:</b>				Page ___ of ___			
<b>DATE/TIME OPENED:</b>							
Full Names of Everyone in Family/Group Interviewed	Time of Interview	Interviewed by	Required Assistance that Can be Provided or Arranged at Reception Center	Met	Partially Met	Unmet	On Roster?
Disposition/Destination/Unresolved Issues							
			<input type="checkbox"/> Shelter <input type="checkbox"/> Transportation <input type="checkbox"/> Health Svcs <input type="checkbox"/> Communications <input type="checkbox"/> Family Counseling <input type="checkbox"/> Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/> Shelter <input type="checkbox"/> Transportation <input type="checkbox"/> Health Svcs <input type="checkbox"/> Communications <input type="checkbox"/> Family Counseling <input type="checkbox"/> Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/> Shelter <input type="checkbox"/> Transportation <input type="checkbox"/> Health Svcs <input type="checkbox"/> Communications <input type="checkbox"/> Family Counseling <input type="checkbox"/> Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/> Shelter <input type="checkbox"/> Transportation <input type="checkbox"/> Health Svcs <input type="checkbox"/> Communications <input type="checkbox"/> Family Counseling <input type="checkbox"/> Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/> Shelter <input type="checkbox"/> Transportation <input type="checkbox"/> Health Svcs <input type="checkbox"/> Communications <input type="checkbox"/> Family Counseling <input type="checkbox"/> Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Transportation, Shelter, or other Roster

**DISASTER RECEPTION CENTER \_\_\_\_\_ ROSTER**

**LOCATION:**

Page \_\_\_ of \_\_\_

**DATE/TIME OPENED:**

Full Name	Member of Family/Group	Time Departed	Notes

1. The Survivor Care Team provides a safe, comfortable, and calming environment for Survivors while their needs are assessed and met, provides refreshments and meals to Survivors and RC staff, and operates the Dining and Rest Areas, and Nursery.
2. PRE-DISASTER PREPARATION:
  - a. Ensure adequate stocks of blankets, clean and disposable clothing and footwear, comfort items, and baby/infant care supplies are on hand to meet the anticipated requirements of a population of 50 Survivors.
  - b. Ensure adequate cooking utensils, supplies, disposable plates, cups, and silverware, *etc.*, are on hand to feed 100 people three meals and refreshments for one day.
  - c. Complete American Red Cross (ARC) training in food safety and preparation.
  - d. Plan menus using available food stocks that can be prepared and served easily.
  - e. Ensure all team members are well versed in Youth Protection regulations.
3. OPENING THE RC:
  - a. Post the Dining and Rest Areas signs in front of the Social Hall and Multipurpose room.
  - b. Set up 10 tables with six chairs each in the Rest Area.
  - c. Stock the refreshment station in the Rest Area with water, coffee, and light snacks. [See Tab 1: Food Handling Safety Guidelines to Appendix 1: Feeding Plan.]
  - d. Inventory available food stocks and provide an estimate to the CP of how many breakfasts, lunches, and dinners they can provide.
  - e. Inventory available cooking utensils and other food preparation and serving items. Notify the CP of any issues that might significantly impact feeding operations.
  - f. Stock the ladies room by the Fellowship Hall with baby/infant care supplies.
4. OPERATING THE RC:
  - a. Keep a two-person team in the narthex reception area to identify and assist Survivors requiring priority attention. Escort them to the front of



the line to sign in, identify them to the Reception Team and mark a “P” for priority on their Reception Register entry, and ensure their priority needs such as first aid treatment, dry clothing, etc., are met before they are interviewed.

- b. Welcome Survivors as they arrive in the Rest Area. Record their names and be able to direct the Support Team to them when the Support Team is ready to interview them.
  - c. Receive, transport, prepare, and serve meals and refreshments for Survivors, RC staff, and other personnel as and when directed by the CP. All food handling should be done according to ARC standards. [See Appendix 1: Feeding Plan.]
  - d. Keep a by-item record of all food stocks consumed.
  - e. Keep a record of refreshments and meals served, broken down by adults and children.
  - f. Maintain a calming, caring atmosphere in the Dining and Rest Areas and address any questions and concerns from Survivors, bringing them to the appropriate county agency representative if necessary.
  - g. Supervise use of the Changing Room and ensure it is kept clean.
  - h. Inspect, clean, and restock the restrooms across the hall from the Multipurpose and near the Fellowship Hall as necessary.
5. CLOSING THE RC:
- a. Restore the Multipurpose Room to its prior condition.
  - b. Turn all records and inventories in to the CP along with the team instruction book.
  - c. Return any remaining supplies to the RC equipment and supply storage area.
6. POST-DISASTER ACTIONS:
- a. Using the record of church food stocks consumed during operations, purchase replacement stocks using St. Peter’s Food Pantry funds.
  - b. Within five business days of closing, provide a voucher with receipts to the church office to give to the county government for reimbursement.

Appendix 1: Feeding Plan

1. The Survivor Care Team must be prepared to feed all on-site disaster survivors, volunteer and county staff (up to 100 people) for up to three meals, a breakfast, lunch, and dinner. Additionally, the Team may have to provide food to the American Red Cross to take to other locations. To safeguard the health of all concerned, all food handling must comply with American Red Cross food safety guidelines (See Tab 1 Food Handling Safety Guidelines).
2. PRE-DISASTER PREPARATION:
  - a. Ensure adequate food for the three meals is kept on hand in the church Food Pantry. (See Tab 2 Menus and Food Required.)
  - b. Ensure adequate food preparation and serving equipment and utensils are on hand. (See Tab 3 Equipment and Utensil List.)
  - c. Ensure adequate consumable/disposable items for food preparation and serving (disposable plates, cups, and silverware) are on hand. (See Tab 4 Consumable/Disposable Items List).
  - d. Familiarize the Feeding Team with how to prepare and serve food using the kitchen appliances and equipment available.
  - e. Ensure as many members of the Feeding Team as possible have completed the American Red Cross on-line Basic Food Safety Course and record course completions on the attached ARC Basic Food Safety Course Completion Roster. At least one member of the team working in the Reception Center should have completed the course and should train and supervise the other members.
3. INITIAL ACTIONS
  - a. Have all members of the team involved with feeding or handling snacks read Tab 1: Food Handling Safety Guidelines.
  - b. Inventory the food items on hand in the church Food Pantry and estimate the numbers of meals that can be served based on the attached menus and required food amounts (Tab 2). Report the numbers of meals that can be served with the food on hand to the Command Post.
  - c. Inventory and inspect all food preparation utensils, appliances, and equipment for cleanliness and serviceability. Reclean as necessary.
  - d. Notify the Command Post immediately of any food, equipment, or other shortages.

#### 4. FOOD PREPARATION

- a. At least two volunteers are required to prepare food.
- b. Ensure that kitchen food preparation and serving areas meet required food safety standards.
- c. Obtain headcount and desired time for feeding to begin from the Command Post.
- d. Prepare appropriate amount of food according to the selected menu. (See Tab 2 Menus and Food Required.) If time and food availability permit, the enhanced menus can be used.
- e. Maintain a running tally of the food items used (e.g. 8 15 oz cans of tomato sauce, 10 16 oz boxes of spaghetti.)

#### 5. FOOD SERVING

- a. One volunteer is required to serve food.
- b. Place a cleaned and sanitized serving table in the Dining Area in front of the kitchen.
- c. Place a large trashcan with liner near the exit of the Dining Area. Ensure additional liners are located close by.
- d. From right to left on the table place:
  - i. Hand sanitizer
  - ii. Paper plates, cups and plastic eating utensils and paper napkins.
  - iii. Serving trays with hot, then cold food items
  - iv. Drinks pre-poured into disposable cups.
- e. Ask diners to line up to be served. Tell each diner to use hand sanitizer and ask if they have any food allergies.
- f. Serve each diner from each serving tray, using one serving spoon per tray.
- g. Maintain a running tally of the number of meals served.

## 6. CLEANUP

- a. One volunteer should keep the Dining Area clean while diners are cycling through.
- b. After the meal service has been completed, dispose of all remaining food and soiled paper and plastic utensils. Place trash bags in the trash bins outside.
- c. Clean and sanitize all cooking and serving utensils, pots and pans, *etc*, air dry them, and return them to their appropriate storage area.

## 7. REPORTING

- a. Report to the Command Post hourly how many meals were served and approximately how many breakfasts, lunches, and dinners can be served in the future from the food stocks on hand.
- b. Tell the Command Post how soon the next meal could be prepared and served if necessary.

## 8. CLOSING THE FEEDING OPERATION

- a. Clean all tables, chairs, floor areas. Return furnishings to their “as found” locations.
- b. Clean all food preparation areas, appliances, utensils, and equipment and return them to their “as found” locations.
- c. Provide the Command Post a total list of all food items and consumables used.

### Tabs:

1. Food Handling Safety Guidelines
2. Menus and Food Required
3. Equipment and Utensil List
4. Consumable/Disposable Items List
5. ARC Basic Food Safety Course Completion Roster

Tab 1: Food Handling Safety Guidelines

### **FOOD SAFETY GUIDELINES**

1. DO NOT serve snacks in open containers. If large boxes of cookies or crackers must be used, wrap individual servings in Saran wrap or use plastic sandwich bags and make those available.
2. DO NOT let Survivors and staff fill their drinking cups from containers. Fill a number of individual cups and make those available.
3. DO NOT ACCEPT food or water from unapproved or unknown sources.
4. DO label all food items and snacks when they are being served.
5. If the water system is contaminated, use bottled water.
6. Provide hand-washing soap and paper towels at toilet facilities.
7. Prepare only the quantity of food sufficient for immediate use. Leftovers must be avoided if refrigeration is inadequate.
8. Cool all perishable foods rapidly. Use shallow pots and pans to divide hot foods.
9. Observe temperature controls for potentially hazardous foods-keep it hot (135 °F or above) and cold, (41°F or below).
10. Keep hand contact to a minimum when preparing foods. Use disposable gloves at all times.
11. Use single-service eating and drinking utensils.
12. Keep food preparation surfaces clean and avoid contact between raw and ready-to-eat foods.

### **FOOD SANITATION ACTIVITIES AT MASS FEEDING FACILITIES SHOULD INCLUDE THE FOLLOWING:**

1. Four separate sinks should be set up –
  - one for hand washing
  - one for washing food preparation utensils and dishes
  - one for rinsing utensil and dishes
  - one for sanitizing utensils

To prepare a sanitizing solution, use 2 teaspoons of household bleach (without additives) per gallon of water to obtain a sanitizing solution of 100 parts per million (ppm).

2. Food handlers must practice good hygiene and be without boils, sores, cuts or carriers of any communicable disease. Food handlers should attend a brief training session, which emphasizes personal cleanliness, washing of hands, and the wearing of clean garments for food service and preparation. All are requested to complete the American Red Cross Basic Food Safety Course and record completion on Tab 5.
3. All foods should be stored off the ground in rodent and insect-proof containers if not served the same day.
4. When refrigeration is not available, perishable food should be delivered on a daily

## Tab 1: Food Handling Safety Guidelines

basis and should be used as soon as possible.

5. Establish quality control inspection of incoming foods to detect spoilage or contamination (e.g. damaged containers, dented cans, water-damaged food items, etc.).
6. Monitor the quality of water supplies of food preparation areas.
7. All food preparation and serving areas should be cleaned prior to use and food contact surfaces should be sanitized. Two (2) teaspoons of household bleach (5.25% sodium hypochlorite) in 1 gallon of water is equivalent to 100 ppm available chlorine and meets U.S. Public Health Service recommended levels for hard surface sanitation.
8. Supervise food preparation and serving:
  - Avoid self-service whenever possible
  - Use single-use utensils when possible
  - Maintain proper temperature control of potentially hazardous foods (41°F to 135°F)
9. Properly wash, rinse, and sanitize utensils:
  - Pre-scrape
  - Detergent wash
  - Rinse
  - Sanitizing rinse containing at least 100 ppm residual chlorine
10. Properly dispose of solid and liquid waste.
11. Control insects and rodents in food areas using only approved pesticides.
12. To prevent cross contamination, provide an area separate from any food areas for personal hygiene and changing or storing clothing. Provide adequate supplies of dishwashing detergent, hand-washing soap, paper towels, and liquid household bleach for sanitizing at all sites.

<b><u>Food Item</u></b>	<b><u>Cooking Temperature</u></b>	<b><u>Time</u></b>
Beef (Hamburger)	155°F	15 seconds
Chicken/poultry	165°F	15 seconds
Eggs	145°F	15 seconds
Pork	145°F	15 seconds
Microwave (Raw animal foods)	165°F	Let stand for 2 minutes
Microwave (Commercially processed ready-to-eat food, sealed container)	135°F	

Tab 2: Menus and Food Required

**Menus and Food Required**

<b>Item</b>	<b>Oz per Serving</b>	<b>Total Oz for 100 Servings</b>	<b>Oz per Box/cans</b>	<b>Total Boxes/cans</b>
<b>Basic Breakfast</b>				
Dry Cereal Mix	8	800	18.2	44
Oatmeal	2.46	246	12.3	20
Pancakes	4	400	32	13
Fruit Juice	5	500	15	33
Canned Fruit	5	500	15	33
<b>Basic Lunch/Dinner</b>				
Pasta	2	200	16	13
Tomato Sauce	4	400	15	27
Canned Veggies	5	500	15	33
Canned Fruit	5	500	15	33
Canned Soup (condensed)	6	600	10.7	56
Crackers	4	400	13.7	29
Instant Ice Tea/Lemonade	16	1600	384	4

Ideas for enhanced menus are included in the Feeding Team Instruction Book.

Tab 3: Equipment and Utensil List

## Equipment and Utensil List

Item	Quantity
<b>Preparation</b>	
Heavy duty can opener	1
12 qt/3 gal Soup Pots w inserts	3
5 gal Soup Pot w insert	1
Large colander	1
Cooking spoons	5
Chef's knives	2
Cutting boards, color coded	3
<b>Serving</b>	
Pot holders/mits	2
Aluminum pans/trays	6
Serving spoons	6
Ladles	2
Tongs	2
Aprons	2
Food thermometers	3
<b>Cleanup</b>	
Dish Towels	3
Rubber gloves	3



Tab 4: Consumable and Disposable Items

### **Consumable and Disposable Items**

<b>Item</b>	<b>Quantity</b>
Counter disinfectant spray	1
Paper plates	500
Paper cups	500
Paper bowls	500
Plastic knife/fork/spoons	500
Napkins	500
Salt & Pepper packets	100
Paper towels, roll	4
Disposable food handling gloves	100
Trash bags, box	1
Gal size ziploc storage bags, box	1
Antibacterial hand soap, bottle	1
Dishwashing soap	1
Hand sanitizer, bottle, large	2
Sponges	6
Clorox, bottle	1
Rubber gloves	2



1. The Health Services Support Team administers the office for the Health District staff on site and supports them as required.
2. OPENING THE RC:
  - a. Post the Health Services sign in front of the Health Services office.
  - b. Organize the office as requested by Health District representatives on site.
3. OPERATING THE RC:
  - a. Assist Health District representatives by escorting Survivors around the RC and other activities as requested.
  - b. Maintain the team activity log.
4. CLOSING THE RC:
  - a. Insure all Needs Interview and other forms are in the hands of the Department of Social Services.
  - b. Return the assigned office to its previous condition.
  - c. Turn the team supply box, instruction book and log in to the CP.

1. The First Aid Station Team administers the First Aid Station under the direction of the Fire and Rescue EMS team on site.
2. PRE-DISASTER PREPARATION:
  - a. Obtain ARC first aid training and certification if necessary.
  - b. Insure adequate first aid supplies are on hand to meet minor first aid requirements for 50 people for one day.
3. OPENING THE RC:
  - a. Coordinate with and obtain guidance from the EMT team on site.
  - b. Install the sign in front of the First Aid Station
  - c. Set up available furniture and equipment for the Aid Station and the adjacent Medical Holding Room.
4. OPERATING THE RC:
  - a. Immediately inform the on site EMT team of any serious injuries or health issues, then inform the CP.
  - b. Treat minor injuries/health issues appropriate to the level of ARC first aid certification.
  - c. Maintain a by-name log of all persons treated and treatment provided.
5. CLOSING THE RC:
  - a. Return the Aid Station to its previous condition.
  - b. Properly identify and dispose of any HAZMAT waste generated.
  - c. Turn equipment and supply boxes, treatment log and team instruction book in to the CP.

1. The Public Safety Support Team operates under direction of the Sheriffs' Department officers on site to help maintain order in the RC.
2. OPENING THE RC:
  - a. Immediately coordinate with and obtain guidance from the Sheriff's Department law enforcement officers on site.
  - b. Be prepared to use the Isolation Room in the west wing to isolate anyone who becomes disruptive before they can be transported or calmed down. Assist law enforcement officers in using the west wing entrance to the church to remove any disruptive persons.
  - c. If available, set up the County-provided laptop computers and wifi hot spot equipment in the Internet Café along with any signage telling Survivors how to log onto the ARC Safe and Secure website.
3. OPERATING THE RC:
  - a. All law enforcement actions requiring direct contact with Survivors will be performed only by the uniformed law enforcement officers on site.
  - b. Maintain good order in the reception area in the narthex.
  - c. Provide any administrative, communications, or other assistance as requested by law enforcement officers.
  - d. Maintain a log of any public safety related actions.
  - e. Maintain awareness of the situation within the RC and report any public safety-related issues immediately to the uniformed officers, then the CP.
  - f. Prevent anyone other than RC staff from passing beyond the CP and entering the west wing of the church.
4. CLOSING THE RC:
  - a. Box up all Internet Café equipment and return it to the CP.
  - b. Return the Isolation Room to its previous condition.
  - c. Turn the equipment box, team instruction book and log in to the CP.

1. NOTIFICATION:

- a. Usually a decision to open the RC will be made only after a disaster/incident has occurred and an assessment has been completed.
- b. Once a decision to open the RC has been made volunteers will be notified by multiple means
  - i. A text message from CP personnel.
  - ii. An e-mail from CP personnel.
  - iii. A phone call from CP personnel.
  - iv. A Stafford Alerts message. All volunteers should enroll in Stafford Alerts.
  - v. A radio announcement.

2. Reporting:

- a. SAFETY OF VOLUNTEERS IS THE NUMBER ONE PRIORITY. DO NOT REPORT UNTIL YOU BELIEVE IT IS SAFE TO TRAVEL TO THE RC.
- b. Volunteers should travel in pre-arranged car pools if at all possible. They should be dressed for the weather, have proper footwear to walk some distance in case they cannot drive all the way, and carry some food, water, and a flashlight with them.
- c. On arrival at the RC, volunteers should park in the spaces farthest from the church, then report to the CP and sign in. The CP will assign volunteers as they arrive to teams by functional priority, so this may not be your normally assigned team. The first volunteer assigned to a team take the team supply and equipment box to the team work space. Volunteers will be issued brown RC volunteer vests to be worn at all times.
- d. County and State agency and NGO representatives will also be asked to report to the CP to sign in and be told where their assigned office is located.

3. PRE-DISASTER PREPARATION

- a. Enroll in Stafford Alerts.
- b. Keep your contact information maintained by the CP current.

- c. Arrange to car pool with other volunteers, know how to contact them and drive to their homes.
- d. Plan one primary and two alternate routes from your home to the RC.
- e. Plan to be at the RC for up to 12 hours. Make arrangements for the care of children, pets, *etc.*, for that length of time.
- f. Organize a “go bag” to take with you including any required medications, a recharger for your cell phone, food, water, a flashlight, and rain gear.

1. The following actions will be taken in response to a lost child, fire, or threatening severe weather.
2. Lost Child:
  - a. The staff member who receives a report of a lost child will immediately go on the internal radio net, say "Lost Child" three times and describe the child by gender, age, clothing, and any other distinguishing features.
  - b. The parking lot and all entrances to the building will be blocked and staff members will immediately search their work spaces. If the child is found, bring it to the CP. If the search of the work space is negative, report that to the CP. Once the child is found, the CP will so announce.
3. Fire:
  - a. If you discover a fire, immediately pull the building fire alarm and announce on the radio that there is a fire at your location.
  - b. When the building fire alarm sounds, immediately take charge of all staff and Survivors in your work space and make a quick head count. Direct them to follow you to evacuate the building using the evacuation plan posted in each room.
  - c. Ensure that your work space is completely empty, close the door, take all forms, rosters, and radios with you, lead your group out of the building and assemble by the three crosses near the church sign. Keep your group out of the parking lot to the degree possible to avoid responding emergency equipment.
  - d. At the assembly point, take a headcount and ensure your group is all with you. Report to the CP that you have everyone accounted for or that someone is missing. No one should leave the assembly area until so directed.
  - e. The Parking Lot Traffic Control team will remain in place at the entrance to the parking lot and direct First Responders to the location of the fire. Report to the CP that all members are accounted for.
4. Threatening Severe Weather
  - a. If the CP is notified of an immediate threat of very severe weather (e.g. a tornado in the immediate vicinity), the CP will announce over the internal radio net, "There is a tornado in the vicinity. Take shelter immediately."



- b. On receiving this alert, staff will immediately move everyone in their work spaces into the East and West wing hallways and close all doors. Keep everyone away from all doors and windows. The sanctuary, multipurpose room, fellowship hall, and narthex are particularly dangerous.
- c. Staff and Survivors will remain in the hallways until the CP announces “all clear.”

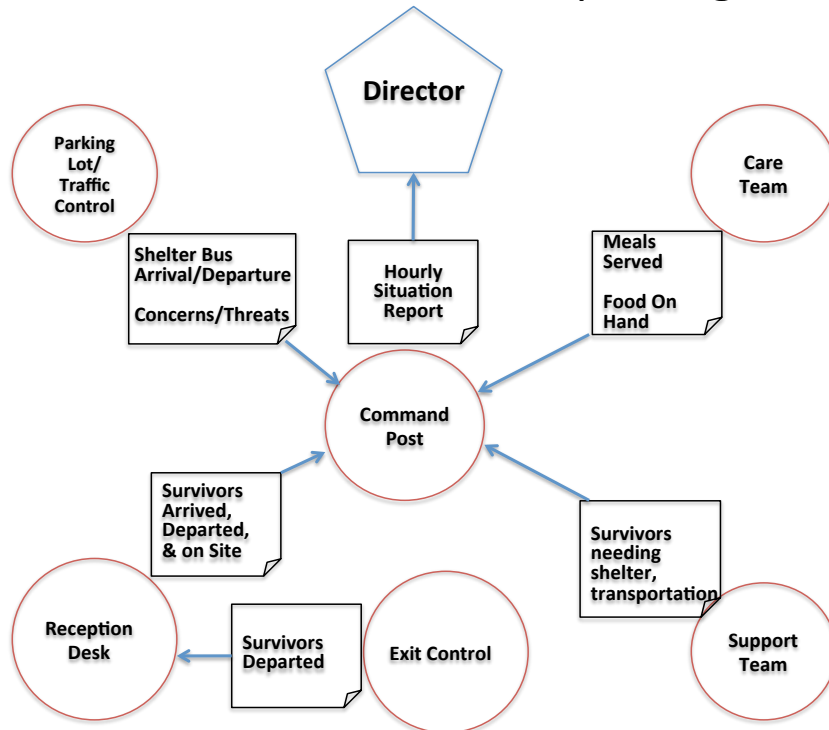
- The RC uses the following radio communications nets:

### DISASTER RECEPTION CENTER COMMUNICATION NETS

Position/Team	Hand Held Radio Nets			
	Incident Command	EMS Provided Hand Held Radios, same freq	Commercial hand held radios, freq #1 (backup)	Commercial hand held radios, freq #2 (backup)
Director	X	X		
Administrator		X		
Command Post	X	X	X	
Reception Desk		X		X
Exit Control		X		X
Parking Lot/Traffic Control		X	X	
Public Safety Support		X		
Survivor Support		X		
Survivor Care		X		
Aid Station		X		
Health Services Assistance		X		
TOTAL RADIOS REQ'D	2	11	2	2

- Internal situational reporting is done according to the following diagram:

### Internal Situational Reporting



3. The CP provides the following hourly report

## DISASTER RECEPTION CENTER HOURLY SITUATION REPORT

**LOCATION:**

**DATE/TIME OPENED:**

Line No.	Description							
1	Effective Time of Report							
2	Reception Center Status*							
3	Church Volunteers on Site							
4	County/State Staff on Site							
5	Total Survivors on site							
6	Survivors received since last report							
7	Survivors discharged since last report							
8	Total meals fed							
9	Breakfasts remaining							
10	Lunches/dinners remaining							

- \*B: Black: DRC cannot be made operational
- R: Red: Volunteers reporting, not ready to receive Survivors
- A: Amber: Ready to receive but not process Survivors
- G: Green: Fully operational

Report on the hour to the EOC by radio. Provide paper copy to Reception Center Director and Administrator. Use 24-hour time. Report by line number and only lines with a change since last report.

4. The following information will be reported immediately to the CP and forwarded to the Director and Administrator as soon as possible
  - a. Any threats to public safety or health
  - b. Injuries or serious damage to property
  - c. Arrival of a group of ten or more survivors
  - d. Departure of a group of ten or more survivors

- e. Any shortage of personnel, equipment, or supplies that will have a significant negative impact on the Reception Center mission

# St. Peter's Lutheran Church Floor Plan

## Disaster Reception Center Layout

As of March 2018

