

Special Needs Shelter Interagency Committee Meeting May 16, 2013



The Webinar will begin
at 9:30 a.m.
Eastern Time

WELCOME

- Housekeeping
 - Agenda, Exits, Rest Rooms, Cell Phones
- Meeting is being recorded
- For questions and comments
 - Microphones are suspended from the ceiling
 - Announce your name and organization before speaking
 - For those on webex/conference call

IF YOU HAVE QUESTIONS

- Use the “chat” feature to submit a question or comment at any time
- Hover your mouse over the graphic at the top-middle of your screen until the “chat” button appears
- Click on the “chat” button and a window will open
- Direct all questions and comments to the participant named “**Questions**”

TODAY'S AGENDA

- 2013 Hurricane Preparations and Special Needs Shelter Operations
- Vulnerable Populations Preparedness
- Shelter Task Force Update
- Discussion of Level of Care Workgroup
- SpNS Best Practices of Duval and Brevard Counties
- Partner Updates

AUTHORITY AND PURPOSE OF COMMITTEE

- *Authority established in Section 381.0303(5), Florida Statutes*
- Purpose: Address issues related to special needs shelters (SpNS) not addressed in the state comprehensive plan and to serve in a consultative role to support best practices for sheltering throughout the state
- Primary Mission: Develop, negotiate, and regularly review any necessary interagency agreements and serve as an advisory committee

OPENING REMARKS

Victor Johnson

Director, Division of Emergency Preparedness
and Community Support

Designee, Interagency Committee Chair



2013 HURRICANE PREPAREDNESS AND SPECIAL NEEDS SHELTER OPERATIONS

Mike McHargue
ESF8 Emergency Coordination Officer
Florida Department of Health



VULNERABLE POPULATION PREPAREDNESS

Bryan Vaughan
Statewide Disability Coordinator
Florida Division of Emergency Management



STATE MASS CARE SHELTER TASKFORCE

Mike Whitehead
State Mass Care Coordinator
Department of Business and
Professional Regulation





State Multi-Agency Shelter Task Force

Michael Whitehead
Mass Care Coordinator
State of Florida
May 10, 2013

Purpose & Scope of Plan

- The State of Florida Multi-Agency Shelter Support Plan provides an all-hazards framework for the coordination of state shelter support during major and catastrophic disaster operations.
- The Plan describes the coordination steps and implementation procedures necessary to meet the shelter support requirements within the state of Florida in order to respond to the needs of the population affected by a disaster.



Multi-ESF Plan

- This Shelter Support Plan operates in conformance with and in support of the following State Comprehensive Emergency Management Plan (CEMP) Appendices:
 - Appendix 6, Mass Care,
 - Appendix 8, Health & Medical, and
 - Appendix 17, Animal & Agricultural Issues



Participating Agencies

- Business & Professional Regulation
- American Red Cross
- Children & Families
- Health
- Elder Affairs
- Agency for Persons with Disabilities
- Veterans Affairs
- Agriculture & Consumer Services
- Division of Emergency Management
- FEMA



Shelter Task Force

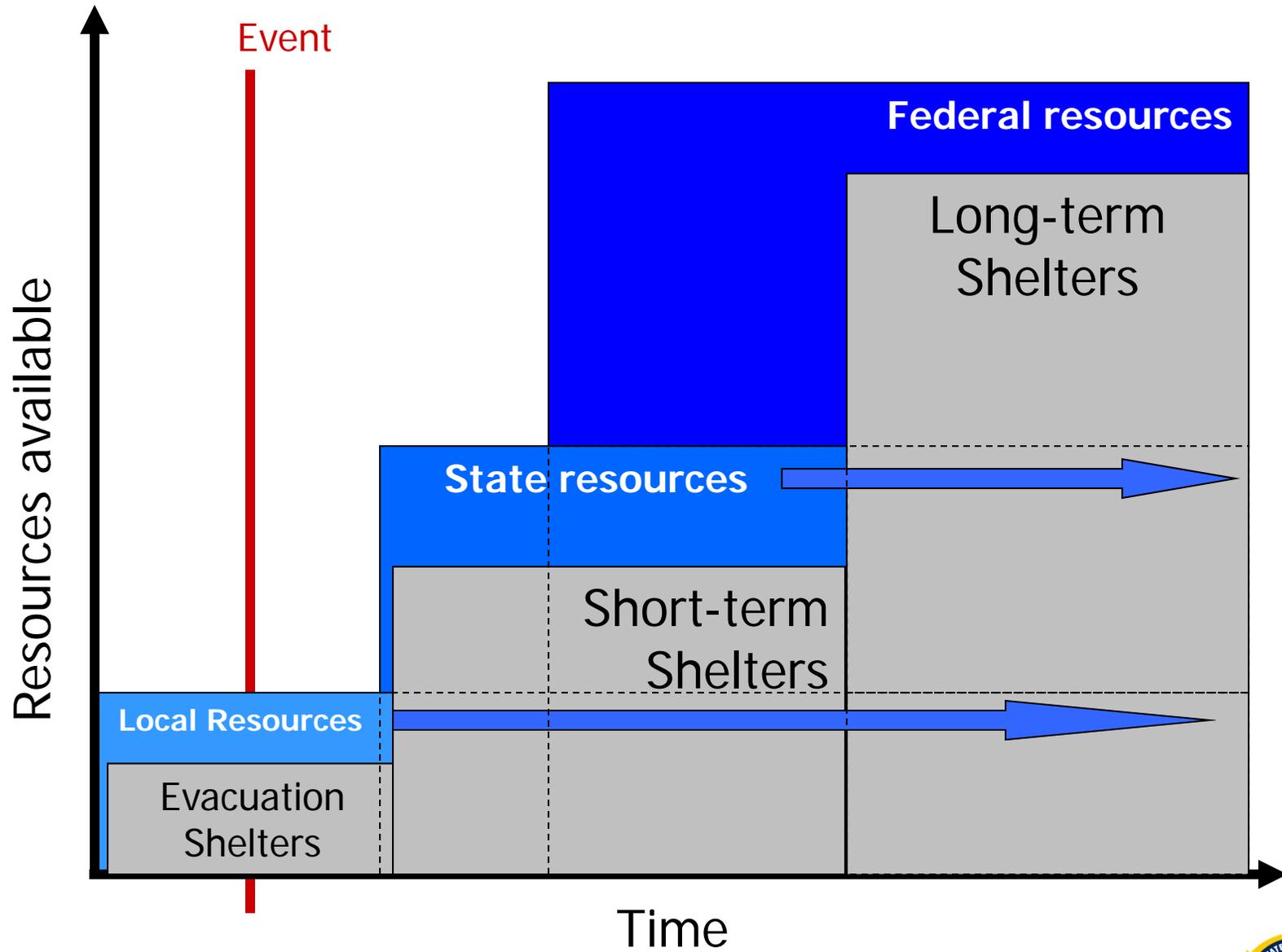
- Shelter Support Plan:
 - Specifies criteria for activation of the State Shelter Task Force
 - Identifies the organizations that will staff the Task Force
 - Specifies responsibilities and tasks for the Task Force



Role of Shelter Task Force

- The Shelter Task Force operates under the direction of a Task Force Leader to ensure coordinated SERT support of shelter operations in the affected area and in host communities.
- The Shelter Task Force assists the SERT in planning and coordinating one or more of the Operating Priorities of the State Shelter Support Plan.





Kinds of Shelters

Item	Evacuation Shelter	Standard/Short-Term Shelter	Long-Term Mega Shelter
Description	<ul style="list-style-type: none"> • A safe congregate care, environmentally protected facility utilized for durations typically not to exceed 72 hours by populations displaced by an incident or event. 	<ul style="list-style-type: none"> • A safe congregate care, environmentally protected facility utilized for durations typically not to exceed two weeks by populations displaced by an incident or event. 	<ul style="list-style-type: none"> • A safe congregate care, environmentally protected facility utilized for durations typically longer than two weeks for populations displaced by an incident or an event. • The focus of this kind of shelter is not on the number of people sheltered but on the need for additional or supplemental services due to the extended period individuals will be sheltered.
Space	<ul style="list-style-type: none"> ▪ 20 sq. ft. per person in dormitory area ▪ 100 sq. ft. per person in dormitory area for individuals with access and functional needs using mobility devices or larger DME items 	<ul style="list-style-type: none"> ▪ 40 sq. ft. per person in dormitory area ▪ 100 sq. ft. per person in dormitory area for individuals with access and functional needs using mobility devices or larger DME items. 	<ul style="list-style-type: none"> ▪ 60-80 sq. ft. per person in dormitory area ▪ 100 sq. ft. per person in dormitory area for individuals with access and functional needs using mobility devices or larger DME items.



Kinds of Shelters

Item	Evacuation Shelter	Standard/Short-Term Shelter	Long-Term Mega Shelter
Sanitation	<ul style="list-style-type: none"> ▪ Toilets—1 per 40 persons ▪ Showers—1 per 72 persons ▪ Handwash Stations—1 per 20 persons ▪ Trash Containers—One 30 gal. container per 10 persons 	<ul style="list-style-type: none"> ▪ Toilets—1 per 40 persons ▪ Showers—1 per 48 persons ▪ Handwash Stations—1 per 20 persons ▪ Trash Containers—One 30 gal. container per 10 persons 	<ul style="list-style-type: none"> ▪ Toilets—1 per 20 persons ▪ Showers—1 per 25 persons ▪ Handwash Stations—1 per 20 persons ▪ Trash Containers—5 pounds of dry waste disposal capability per person ▪ Laundry—Capability to meet demands of 33% of shelter population ▪ Sewage—1.5 gallons of sewage disposal capacity per person
Feeding	<ul style="list-style-type: none"> • Sufficient food supply and logistics support to provide snacks, hydration and sanitation for the shelter population. 	<ul style="list-style-type: none"> • Sufficient supply and area to feed population using two shifts (seating) per meal, serving two meals plus snacks/hydration to each person per day. 	<ul style="list-style-type: none"> • Sufficient supply and area to feed population using two shifts (seating) per meal, serving two meals plus snacks/hydration to each person per day.



Support Shelter Operations

- **Outcome: All survivors with a stated need for shelter have access to a safe, secure, and accessible environment with basic life-sustaining services.**
- **(Proposed) Target date for Outcome: Short term shelters established and resourced by D+72 hours**
- **Metric: % of shelters confirmed to have safe, secure, and accessible environment.**



Rapid Shelter Support Checklist

Visit Information		Shelter Data	
Visit Date:		Shelter Name:	
<input type="checkbox"/> Initial Visit or <input type="checkbox"/> Follow-up Visit		NSS Number:	
Event:		Current Population:	
Shelter Contact Information			
Shelter Manager:		Telephone Number:	Shelter Address (include City, State and Zip)
Alternate POC:		Telephone Number:	
Facility Manager:		Telephone Number:	
24/7 Contact Number:			
Additional Shelter Information			
Is shelter listed in NSS?		Please describe any non-traditional features on site (i.e. pet shelter, tent/RVs, other describe):	
If not, will shelter be listed in NSS?			
Shelter Type: <input type="checkbox"/> ARC Managed <input type="checkbox"/> ARC Supported <input type="checkbox"/> Independent <input type="checkbox"/> Other (describe):		Facility Type: <input type="checkbox"/> School <input type="checkbox"/> Arena <input type="checkbox"/> Community Center <input type="checkbox"/> Other (describe):	
Where is shelter staff sleeping?			
<i>Please answer all of the following questions by circling the status (Yes, No, Unknown/Not Applicable). Note additional information in the Comments section on page 3. For information on forecasting required resources, use the Forecasting Chart (FC) on page 4 or the Shelter Guidance Aid and Shelter Staffing Matrix (M).</i>			



Shelter Support Checklist (cont)

Human Resources				Facility <i>continued</i>			
Adequate # of staff available? (see M)	Yes	No	Unk/NA	Indoor signage adequate?	Yes	No	Unk/NA
Facility's staff onsite?	Yes	No	Unk/NA	Outdoor signage adequate?	Yes	No	Unk/NA
Partner agency staff present?	Yes	No	Unk/NA	Shelter rules posted?	Yes	No	Unk/NA
Facility				Shelter schedule posted?	Yes	No	Unk/NA
Free of structural damage?	Yes	No	Unk/NA	Registration area size/location adequate?	Yes	No	Unk/NA
Security available? Who?	Yes	No	Unk/NA				
Potable water available?	Yes	No	Unk/NA	Transportation			
Hot water available?	Yes	No	Unk/NA	Adequate vehicle parking available?	Yes	No	Unk/NA
Ventilation adequate?	Yes	No	Unk/NA	Handicapped parking available/adequate?	Yes	No	Unk/NA
Space per person adequate? (see FC)	Yes	No	Unk/NA	RV parking permitted on site?	Yes	No	Unk/NA
Free of pests and mold?	Yes	No	Unk/NA	Public transportation available?	Yes	No	Unk/NA
Level of cleanliness acceptable?	Yes	No	Unk/NA	Transportation by partner agency available?	Yes	No	Unk/NA
Normal electrical supply operational?	Yes	No	Unk/NA				
Is generator in use?	Yes	No	Unk/NA				
Indoor temperature adequate?	Yes	No	Unk/NA	Special Issues			
Heating available if needed?	Yes	No	Unk/NA	Health staff on-site?	Yes	No	Unk/NA
Air conditioning available if needed?	Yes	No	Unk/NA	Mental health staff on-site?	Yes	No	Unk/NA
# of toilets adequate? (see FC)	Yes	No	Unk/NA	Registered sex offender(s) on-site?	Yes	No	Unk/NA



Support Transition of Shelter Residents

- Outcome: Shelter residents have been placed in appropriate housing solutions.
- (Proposed) Target date for Outcome: All shelter residents transitioned by D+30 days
- Metric: % of shelter residents placed in appropriate housing solutions.



Discharge Planning Teams

- Section 381.0303, F.S. addresses Discharge Planning for Special Needs Shelters
- The legislation authorizes the Secretary of the Department of Elder Affairs (DOEA) to convene, ... a multiagency special needs shelter discharge planning team to assist local areas that are severely impacted by a natural or man-made disaster requiring the use of special needs shelters.
- Discharge Planning Teams are created at the request of the affected counties



Shelter Transition Teams

- The Shelter Support Plan introduces the concept of Shelter Transition Teams.
- Shelter Transition Teams are created to assist counties in the transition of general population shelter residents to temporary or permanent housing.
- Shelter Transition Teams would be activated at the request of the affected counties.

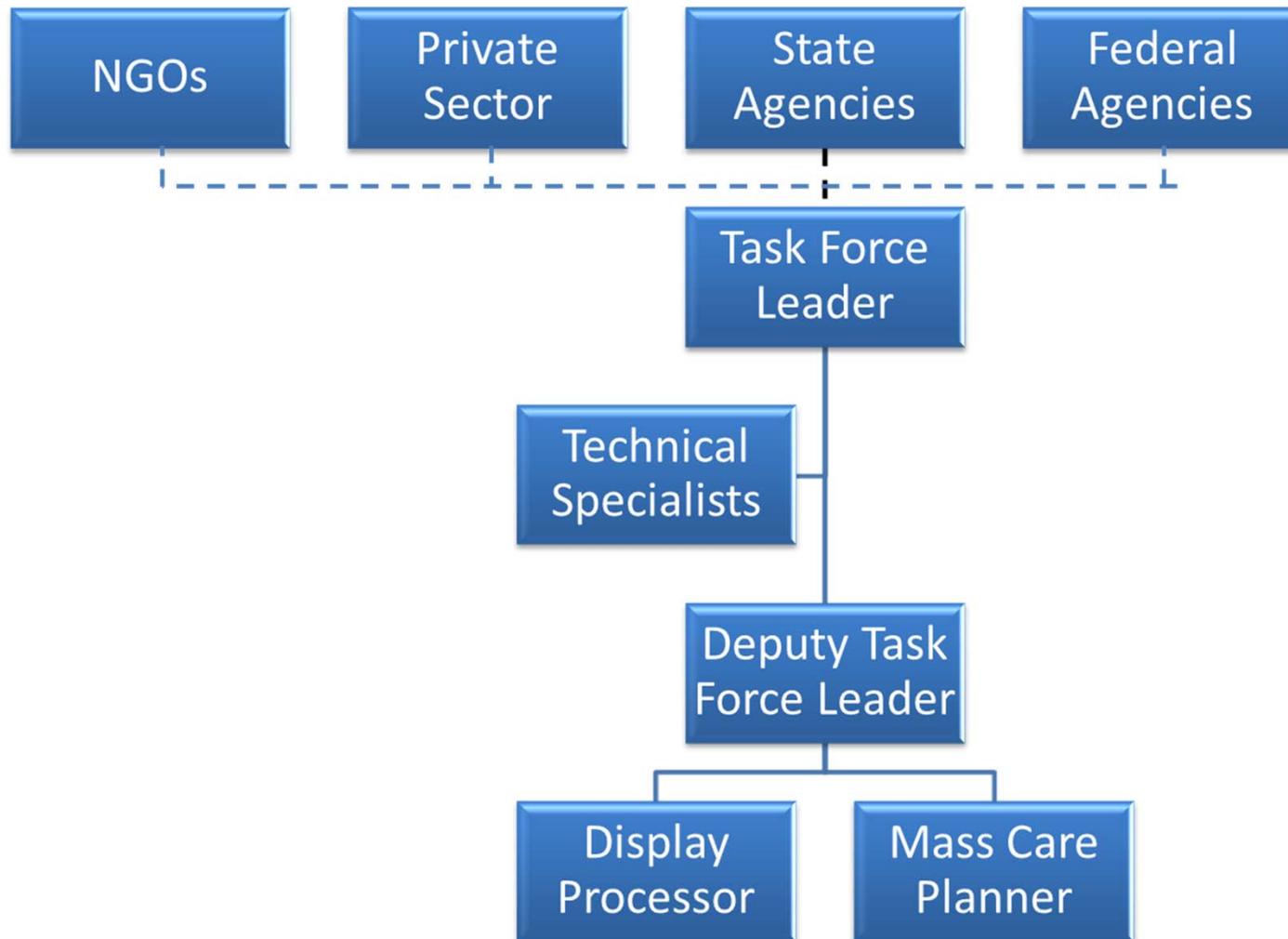


Household Pets & Service Animals

- The Shelter Support Plan addresses state support for household pets and service animals in shelters.
- The multi-agency support of household pets and service animals in shelters would be coordinated within the Shelter Task Force.



Shelter Task Force Organization



Exercising the Plan and the TF

- The 2013 State Hurricane Exercise mass care objectives will include:
 - Activating and utilizing the State Shelter Support Plan
 - Activating and employing the State Shelter Task Force



LEVEL OF CARE WORKGROUP

Gail LaRosa

Government Operations Consultant

Florida Department of Health



LEVEL OF CARE WORKGROUP



Picture This



LEVEL OF CARE WORKGROUP

- The purpose of the workgroup is to identify and assess issues and make recommendations related to persons who exceed the available level of care at special needs shelters.



LEVEL OF CARE WORKGROUP



- The workgroup will compile and review best practices and work towards a long range strategy for meeting the needs of persons exceeding the special needs shelter level of care.

LEVEL OF CARE WORKGROUP

- SpNS IOC volunteers
- Discussed issues and shared ideas
- Developed goals and objectives
- Shared best practices

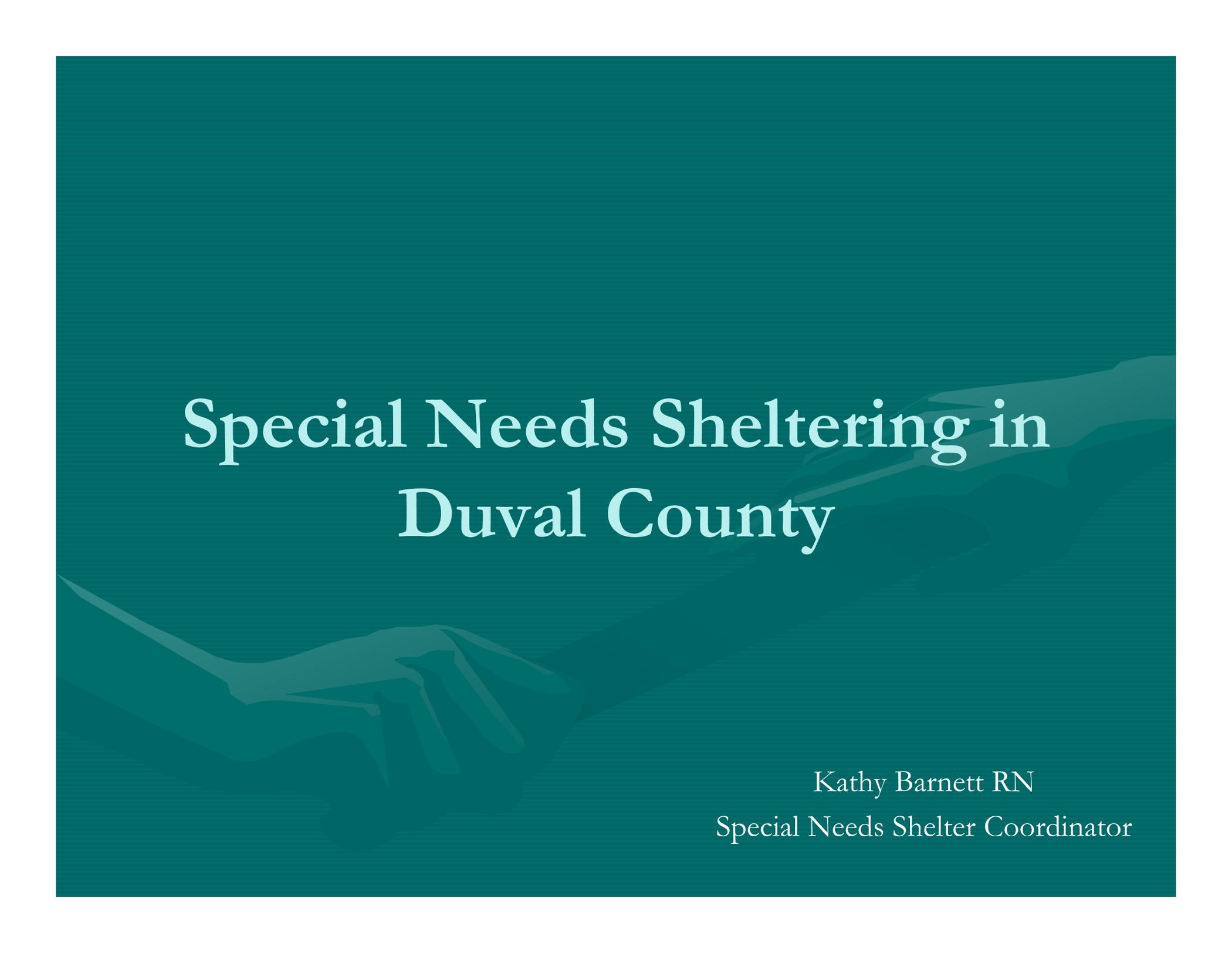


BEST PRACTICES IN DUVAL COUNTY

Kathy Barnett

Special Needs Shelter Coordinator,
Department of Health, Duval County





Special Needs Sheltering in Duval County

Kathy Barnett RN
Special Needs Shelter Coordinator

Special Needs Steering Committee

- Est. 2004
- Address Gaps in County for sheltering
- Committee members from community
- Alignment of the County Standard Operating Guideline for Shelter with the City's Interagency Coordinating Procedure (ICP) for sheltering

Special Needs Steering Committee

- Registration:
 - Process
 - closed the loop
- Hospital Workgroup
 - Shelter team
 - Standardization of all shelter forms
 - One location for entry for SpNS Client
 - To absorb: Ventilator, Obesity 450++ lbs, and higher levels of care.
 - Families aware that they are sheltering must continue their services as caregivers.

Special Needs Steering Committee

- Triage
 - Pediatrics
 - Levels of Care (Triage to Red/Yellow/Green)
 - Dialysis
 - Hospice

Special Needs Steering Committee

- Adopt A Shelter Program
 - 1999 established
 - Community hospitals (5) agreed to send support staff
 - MOA
 - Community partners to share assets
 - Equipment closets

Special Needs Steering Committee

- Education and Outreach
 - Community Presentations
 - Posters for registration
 - Radio station interviews
 - Training
 - Red Cross
 - MRC
 - CERT
 - Community Partners

Current Challenges

- Developmental and Intellectual Disabled
- Ongoing training for staff to maintain skills in meeting potential needs in the shelters
- MOA's

What Do I Bring With Me?

You should bring enough supplies to last **4-5 days**. Included in the supplies are items listed below:

- ◊ All medications in their original bottle - with the phone number of the pharmacy
- ◊ Medical support equipment such as wheelchair, walker, cane, Oxygen, dressings (with instructions), feeding equipment, Ostomy supplies, diapers
- ◊ Special dietary needs if you are on a special diet.
- ◊ Bring snacks - it may take several hours to prepare the meals. It is also best to eat before you leave your home.
- ◊ Important papers such as doctor's orders, dressing orders, insurance papers, photo ID and current address.
- ◊ Sleeping gear such as pillows, blankets, folding chairs, portable cot or air mattress. Bring a sweater - shelters tend to be chilly.
- ◊ Extra clothing - including underwear and socks.
- ◊ Comfort items - Personal hygiene items, snacks, small games, cards, books, diapers etc.
- ◊ Cash - since check cashing and credit card services may not be available for several days after a disaster bring some cash - but not too much since there is no place to secure your money

Who Should I Bring With Me?

The person who normally helps you with your daily care is the one who should accompany you and stay with you while you are in the shelter. It is important that your caregiver come with you to take care of you, the same as they do at home. Your caregiver should also plan on bringing the supplies they need to stay for 4-5 days including any medications they may require.



What About My Pet?

Your pets are welcome at our pet friendly shelters. If you let us know you have a pet, prior to a disaster or evacuation, you and your pet will be assigned to one of our Pet Friendly Shelters.

If your medical needs are such that you must go to a hospital, you must make plans to shelter your pet elsewhere, hospitals will not accept pets. Sometimes your veterinarian or a neighbor will shelter your pet.



What Should I Expect?

What Should I Bring?

Who Should I Bring?

How Do I Get There?

What About My Pets?

For more information contact:

Duval County Health
Department Special Needs:
253-1026

Or

City of Jacksonville
Emergency Preparedness:
630-2472

What is a Special Needs Shelter?

In a disaster being with your loved ones out of harms way should be your first choice, if this is not possible, a Shelter is an option; although it should be your last choice.

A special needs shelter provides supervision and care to assist you to maintain your present level of health. Since shelters open only during emergency situations they are not set up to provide the level of care found in a hospital.

How Will I Get There?

If you require transportation to the Special Needs Shelter, through the Emergency Operations Center (EOC), you will be contacted to coordinate a pick-up time. It's important that you are ready



when they arrive for you since they may need to transport a large number of people.

When it comes time to leave the shelter, if you arrived by special transportation you will return home in a similar manner.

What Should I Expect?

A Special Needs Shelter may be located in a school or other public facility. The shelter does not provide the comfort or convenience of a home or hotel, nor does it provide the level of care found in a medical facility. If the need arises, you will be contacted as to which special needs shelter you are assigned to. It is important for you to check in at the shelter, since the staff working in the shelter will need to know who will be with them during the emergency.



The sheltering area could be a large room or a school hallway, that may be crowded and noisy or boring at times.

There is space for you and your caregiver.

Some cots are available, like the one pictured. We encourage caregivers to bring a sleeping bag, pillow and blanket for themselves.



You will receive basic medical assistance and observation in the shelter. In planning for your care, ask yourself: What do I need to let others know about which helps me take care of myself in my home?

What if I'm On a Special Diet?

Food and water will be provided but if you are on a special diet you will need to bring it with you. Remember that the food you bring must be non-perishable.

You are encouraged to eat something before you come to the shelter since there may be a delay in preparing the first meal.

Electricity

Emergency generators are installed at all Special Needs Shelters. Electricity will be available for essential medical equipment you bring and also for limited lighting.



Remember

It is essential to re-register each year to update your medical needs. If your medical needs change, please notify us as soon as possible.



BEST PRACTICES IN BREVARD COUNTY

Karen Street
Assistant Community Health Nursing Director
Department of Health, Brevard County



LEVEL OF CARE WORKGROUP

Next Steps

- Continue input
- Develop long-term contingencies and strategies
- Share best practices
- Be better prepared



PARTNER UPDATES AND NEXT STEPS

Bonnie Gaughan-Bailey
Interim Bureau Chief, Emergency Medical
Oversight
Florida Department of Health



SAVE THE DATE!

Interagency Committee for Special Needs
Sheltering

November 21, 2013

9:00am-11:30am

CCOC, Building 4052, Room 301

THANK YOU



- Michele Sheffield, RN, MSA
Interim Community Resilience Manager
State Coordinator Special Needs Shelters
Bureau of Preparedness & Response
Florida Department of Health
Office: (850) 245-4444 X3226
Blackberry: (850) 274-9596
Michele_Sheffield@doh.state.fl.us