

American Red Cross Mass Care Overview

Agenda



- Introductions
- Mass Care services
- Activation Triggers and Disaster Scaling
- Disaster Cycle Services and other Red Cross services during day to day operations
- Future Priorities

Introductions

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Regional Disaster Officer

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Introductions Cont.



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Type of Events Our Team Responds To:



- Natural Disasters (home fire, flooding, tree on house from a windstorm, roof collapse due to snow, hurricane, tornado, ice storm, earthquake, forest fire, etc.)
- Hazardous Materials (carbon monoxide events, gas leaks, chemical spills resulting in home evacuation)
- Staffing for Shelters
- Mass Casualty Events
- Canteening Request from local emergency officials

Essential Mass Care Services

- **Sheltering**
 - Shelter Transition
 - Reunification
- **Feeding**
- **Logistics and Distribution of Emergency Supplies**



Sheltering



3 Different types of shelters:

- **American Red Cross Shelters**

- Red Cross provides all resources (staffing, feeding, supplies, etc.)

- **Partnered Shelters**

- Partner provides most resources, but Red Cross provides what is needed or requested per shelter agreement.

- **Independent Shelters**

- Independent agency will provide everything for the clients. They can still request help from the Red Cross through the EOC.

Sheltering Cont.



- Local agencies work with the Red Cross to decide on Shelter locations prior to disasters.
 - During a clients stay at a Shelter they are provided Shelter transition recovery services to help them with a plan for future housing and resources.
 - Clients can also utilize Red Cross reunification services to try and find family members.
- ❖ Shelter Fundamentals Course: Taught virtually and in person

Feeding



Red cross provides feeding in shelters, at fixed sites and with mobile emergency response vehicles.

- Shelter: Clients and staff in disaster shelters will be provided 3 meals a day plus snacks and water/other drinks.
- Fixed Sites: During a disaster, fixed site feeding through partnered agencies can occur. Example: Church provided meals that the Red Cross picked up and brought to the Barre Auditorium at fixed times for the public to get hot meals.
- Mobile ERV's: Same concept as fixed feeding site. Red Cross will pick up meals from community partners and drive through affected neighborhoods.

Logistics Overview



Logistics within the Red Cross provides supplies, vehicles, and coordinates logistical recourses during a disaster. An example of the logistical recourse would be finding a warehouse to house emergency disaster supplies before they are delivered to clients.

Distribution of Emergency Supplies



- Distribution of Emergency Supplies (DES). DES is one of the biggest mass care and logistical resources that the Red Cross provides during a disaster. Supply and Logistics works together to coordinate delivery of emergency supplies to clients through emergency response vehicles as well as at fixed sites.



Mass Care Planning and Scaling of Events

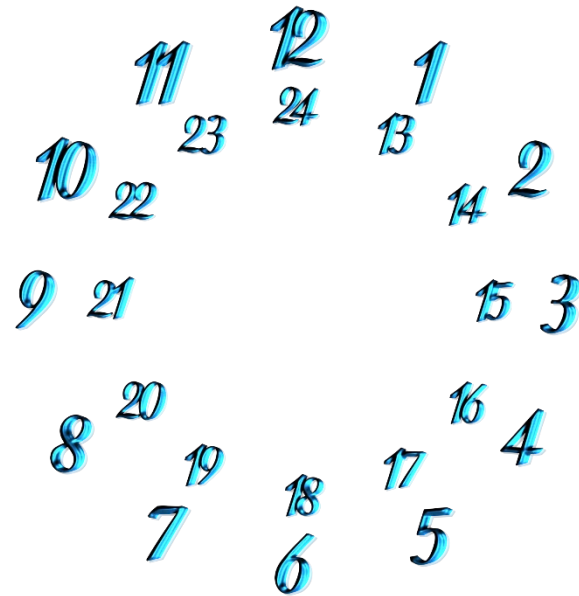


Determining Mass Case Planning Assumptions

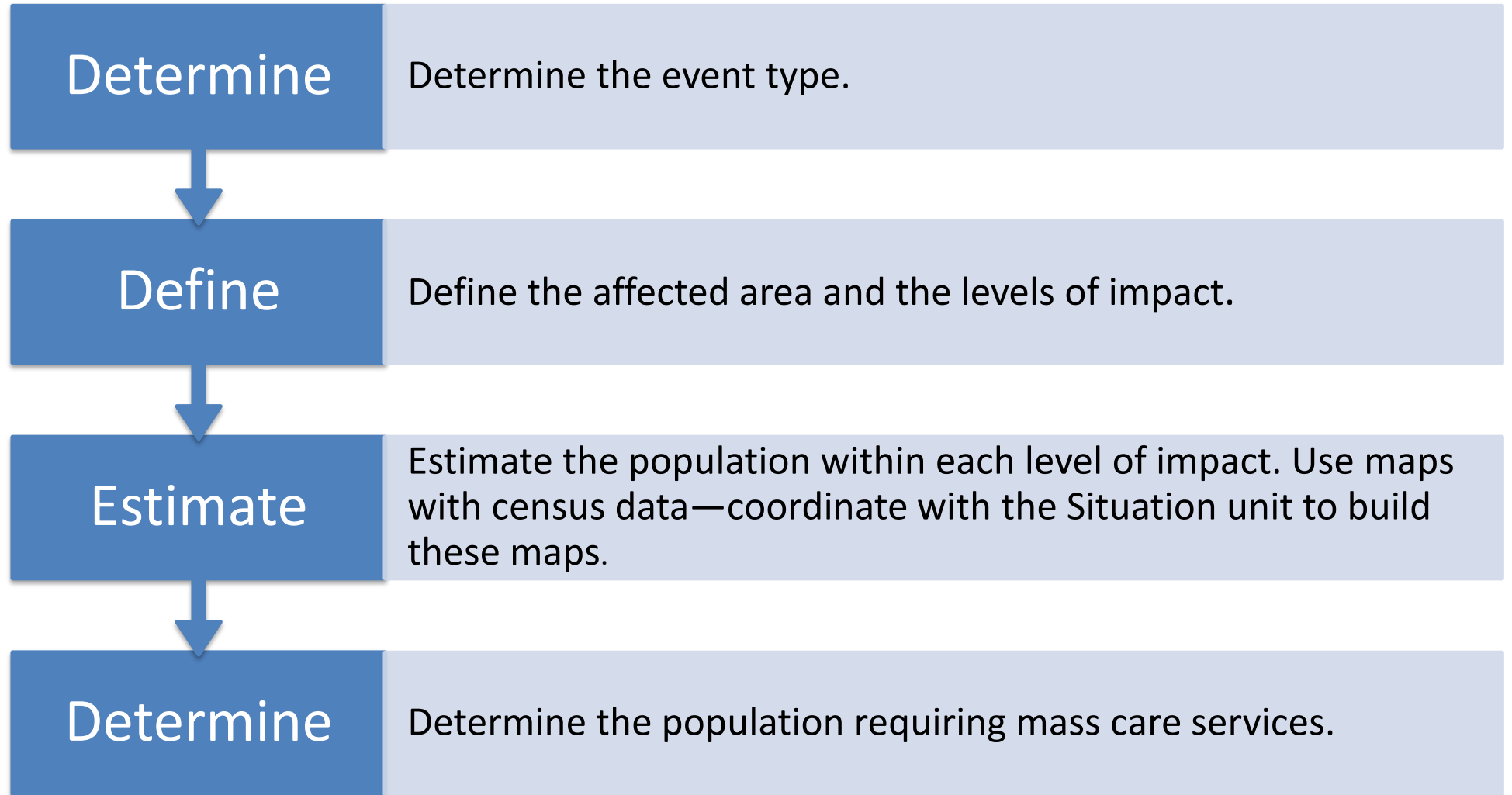


Mass care planning assumptions must be determined:

- within 12 hours following a no-notice event, or
- no later than 24 hours prior to a notice event.



Estimating the Scale of a Disaster



Prioritizing the Five Initial Actions



Identifying and staffing shelters



Initial feeding plan



Situational awareness/DA



Staffing the EOC/engaging your partners



Public Affairs and Fundraising

Resource Management



Material resource management operations are led by the Logistics section and guided by the principles, doctrine, and tools of the Deploy Materials and Technology Process.



The Command, Operations, External Relations, and Planning sections establish incident priorities, identify needs, and make requests for resources under the direction of the director.



The Logistics and Workforce sections use the processes outlined in their doctrine to acquire and manage those resources.

Facilities – Selecting and Setting Up a Service Delivery Site



When selecting a service delivery site, look for a place that fulfills the client's needs:

- Safe
- ADA Accommodations
- Easy to find and accessible
- Located near the affected area
- Adequate parking
- Restrooms
- Refreshments
- Appropriate cultural consideration
- A confidential environment
- Childcare

The DRO Headquarters



- Local leadership should take a lead role in acquiring the site. Discuss this in your initial contact. The region is likely to have preexisting agreements for the use of appropriate facilities.
- In some cases, DST needs to review sites before they are finalized. Sometimes DST and Facilities meet with the owners, do a walkthrough to determine if the facility meets the needs for the specific purpose(s) planned for the site and then hopefully get the agreement signed.

Tips for Managing Resources



- Continue to assess needs.
- Plan resource requirements at least 3 days in advance, longer if they are material coming from an IKD source.
- Track resources carefully.
- Use tools to help you be successful.
- Use facility inspection form.

Phases of a Disaster Operation



- Activation Triggers for a Red Cross Shelter
- Operational phases of a DRO.
- Executing the Demobilization Plan.
- Successfully closing the operation.

Activation Triggers



- A Red Cross shelter will be activated when the needs of clients exceeds that of 10 households and/or 20 people.
- For a town to activate a Red Cross shelter when the Vermont EOC is NOT activated, please call the Vermont emergency management watch officer and your local Red Cross representative.
- For a town to active a Red Cross shelter during EOC activation, call the EOC and they will follow the proper channels.

The Initiating Phase



- **“Notice Events”** such as hurricanes, red-flag wildfire risk periods, and heat waves provide DRO leadership with time to assess likely impacts and to make advance service delivery decisions or to activate previously prepared Advance Plans. If the Notice Event occurs, it is key to gather key information to inform on-going operations.
- **“No Notice Events”** such as large multi-family fires, wildfires, flash-floods generally require DRO leadership to gain key information, or “Situational Awareness,” as quickly as possible.

“Speed to Need” and “Speed to Scale”



- Speed to scale refers to the amount of time it takes a DRO to plan and execute peak service delivery.
- “Speed to Need” and “Speed to Scale” are key goals of every operation.
- Operational management must not only support “Speed to Need” but must plan for “Speed to Scale” right from the outset of the Initiating Phase so as to ensure sustainable escalation and replenishment of growing operations to meet the scale of need.

What is the Stabilization Phase?



- The **Stabilization Phase** begins when the disaster operation has sufficient human and material resources to provide the most essential services according to the Service Delivery Plan, and a command structure has been established to lead the response.
- During Stabilization, leadership begins to scale down the operation to meet the projected sustained needs of clients.

What are some things that you are ensuring in the Stabilization phase?

Scaling Down and Demobilizing



The **Demobilization Phase:**

- begins when the end of all response service delivery has been scheduled or when all districts have closed or are scheduled to close, and the recurring need for resourcing has ended,
- ends when disaster relief operation responsibility has been transitioned to the regions, and
- occurs once client continuing needs can be met.

What are some milestones that the response is demobilizing?

Considerations to Close the Operation

- Don't wait until the last minute to start checking off your list.
- Capture the scope of what remains to be done.
- Delegate some of the tasks.
- If you must leave any one of the closing tasks with the region, leave it in writing and follow up.
- Pay attention to each item on the list.
- Ensure that all DRO staff are on board.

Considerations to Close the Operation - cont.



- Ensure the region is prepared to accept the responsibility.
- Arrange meetings to go over the plan.
- Ensure that all contact information is in place.
- Consider shifting staff to different activities if they have not completed their 14 days but their current activity is closing.
- Demonstrate appreciation for disaster workers, partners, vendors, and local donors.
- Participate in an After-Action Review if one is scheduled.



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Disaster Cycle Services



Red Cross Lines of Service



- Biomedical/Blood Services
- Disaster Cycle Services
- Service to The Armed Forces
- International
- Training
- ❖ Home fire campaign and preparedness services



Day to Day (Blue Sky) Responses



- Single and Multi-Family Fires
 - These responses include initial monetary assistance, supplemental monetary assistance as well as local recovery services.
- Hazardous Materials (carbon monoxide events, gas leaks, chemical spills resulting in home evacuation)
- Canteening Request from local emergency officials

- ❖ All of these responses can include Disaster Health, Mental Health and Spiritual Services. These services are available to clients, other volunteers/workers as well as emergency response personnel.

Response Structure



call
received to
dispatch



responded to
within 3 hours by a
team of disaster
action responders



emotional
support, **financial**
services (if qualified), and
material resources
provided to clients



casework support for
the next weeks or
months as needed

Local Team and Resources



- 728 Member Workforce
 - 180 in Vermont
- 56 Vehicles
 - 5 in Vermont
- 49 trailers
 - 12 in Vermont
 - 7 shelter trailers (150 cots)
 - 3 distribution of emergency supplies
 - 1 bariatric equipment
 - 1 miscellaneous



Our Priorities



- Restocking all of our Vermont trailers
 - Smoke detector installations to continue Home Fire Campaign
 - Update and create new shelter agreements and perform facility inspections
 - Establishing upcoming Shelter fundamentals and Shelter Management in person classes.
- ❖ If interested in setting up a local in-person course, please call 1-800-Red-Cross (1-800-733-2767)

Questions?

