MASS CARE & SHELTER GUIDANCE

Modifications for COVID-19 Environment
Advanced planning is necessary to provide new shelter and evacuation procedures that accommodate the current pandemic environment.

This concept of operations does not change Fire or Law procedures, it seeks to add more options to enable safe temporary shelter operations given current public health constraints for large public gatherings.

This guidance includes a range of sheltering options that may not be feasible for all evacuees in all circumstances or locations. It includes considerations for congregate and non-congregant sheltering.
Overview of Decision Tree for Selecting Facilities
**Assumptions**

- Fire and Law Enforcement may be heavily impacted during response operations such as wildfires with little or no advanced warning.
- Law Enforcement carries out evacuations using electronic notices, canvassing door-to-door, assisting residents needing support and documenting refusals.
- The Red Cross will support sheltering with consideration for persons with disabilities, access and functional needs, disease symptomatic, service animals and other general conditions requiring accommodation.
- Evacuees may experience a long duration inside or immediately near their vehicles, potentially causing exposure to environmental and air quality concerns.
- Logistical resources are dependent on duration, location, environmental and evacuee needs.
**Shelter Basics**

- There may be times when shelter is necessary and the only approach is a congregate setting.
- A registration/intake process is recommended to track who is on-site and gather a preliminary personal history to aid in case management if/when necessary.
- Clients approaching the area and all staff should wear a face covering.
- During intake, a health screening will be conducted of each client and family member.
- Health screening will determine if individuals will be utilizing the facility for shelter or the individual or group should be escorted to an isolation area.
- Space will be allocated for screening area and isolation care area.
- Cots spaced at least 6' apart.
- Screening and shelter entrance/exit must be controlled and staffed 24/7.
The safety of those working in shelters caring for both the well and the ill is critical.

Staff and volunteers are asked not to report to work if experiencing any symptoms or not feeling well.

Staff and volunteers will be screened for infection symptoms upon arrival for work each day.

Staff will be educated on what PPE is required to safely conduct their work and what protocols should be followed if they begin feeling ill.
Consideration will be given to older adults and individuals with disabilities.

Shelters include accessible parking, wheelchair access, and have interpreting services available.

Some individuals will be unable to bring their own equipment and most likely will need resources provided for them at the shelter.
Service animals are not considered pets.

Individuals with disabilities or access and functional needs should not be separated from assistive devices, service animals, or personal care assistants during evacuation and transportation.

Restrictions on the ability for owner’s to interact with their pets will be put in place to reduce the possible spread of communicable disease.

Hand hygiene before and after entering animal location is required.

Scheduling pet visits in order to maintain distancing may be required.
CLEANING & SECURITY

Current guidance exists on how to disinfect and sanitize surfaces at shelter sites to mitigate the spread of infectious disease is having cleaning teams on-site 24 hours/day.

Controlling access to the footprint of the shelter site is of great importance to maintain social distancing and screening standards.

If co-located with a testing site, security will be needed at all times, to ensure integrity of testing kits and medical supplies.

Security for the isolation tents should be made available but will not be utilized unless there is a need.