

American Red Cross: An Overview in Washoe County



Purpose: Why I'm here today

Share the activities within the Disaster Cycle Services at the American Red Cross during all phases, including preparedness, response & recovery.

Introduction: NNV Red Cross POCs

- ✓ Sharie 'Bear' Lewis: Disaster Program Manager
bear.lewis@redcross.org 775.444.0858
- ✓ Jim Rich: Emergency Management Relations
Coordinator
jim.rich2@redcross.org 775.771.3501

Mission of the American Red Cross



The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

What We're Covering

- Overview of Disaster Cycle Services
- Preparedness Activities
- Response Activities
- Recovery Activities

Preparedness Activities

- Community Outreach
 - Individual Preparedness
 - Partner Preparedness (agencies, business', groups)
- Training
- Collaborative Planning
 - Community
 - Government
- Exercises

Red Cross Community Outreach Programs

- Community Outreach
 - Individual Preparedness
 - Be Red Cross Ready
 - Home Fire Campaign
 - Hands Only CPR
 - Wildfire Preparedness Education
 - Youth Preparedness
 - Prepare with Pedro (Kindergarten – 2nd grade)
 - Pillowcase Project (3rd-5th grade)
 - Corporate/Group Preparedness
 - Ready Rating

Response: What is Mass Care?

When a large multi-family fire, flood, tornado, hurricane, wildfire or other disaster affects a community, you can expect the Red Cross to provide Mass Care services in the community based on the needs of the clients affected by the disaster.

Response: The Four Activities of Mass Care

- Sheltering
 - Including Disability Integration (DI) & Support for those with Access & Functional Needs (AFN)
- Feeding
- Distribution of Emergency Supplies (DES)
 - Including Unsolicited Donation Management
- Reunification

Sheltering

Sheltering

Individuals and families with damaged or destroyed homes are provided with a safe place to stay in congregate shelters.

Sheltering

The Sheltering activity provides congregate care for people displaced as a result of a disaster.

Shelter workers interact with clients, partners, facility staff, and other Red Cross activities like Recovery, Health Services, Disaster Mental Health, Public Affairs, Feeding, and Logistics.

Sheltering Program Principles

- Provide **QUALITY** customer service.
- Ensure shelter services are accessible to **EVERYONE**.
- Deliver sheltering services **CONSISTENTLY** across the country.

Disability Integration and Access and Functional Needs Support Services in Sheltering

“Individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or are non-English speaking, older adults, children, people living in institutionalized settings, those who are low-income, homeless and/or transportation disadvantaged (i.e., dependent on public transit), and those who are pregnant.”

The Role of the Shelter Worker

- Complete day-to-day activities within the shelter.
- Perform many roles and tasks as needed, reporting to the shelter manager or a supervisor.
- May perform a variety of roles such as dormitory worker, feeding worker, reception and registration worker, or information worker.
- Shelter clients can be solicited to assist with shelter roles.

Feeding

Feeding

Residents are provided food and beverages to sustain themselves as they took stock of the damage. This feeding takes place in neighborhoods, shelters, and at fixed feeding sites.

Feeding

The Feeding Activity provides meals, snacks and beverages to individuals, families, and communities impacted by man-made and natural disasters, ranging from small events, such as a single-family fire, to large scale events, such as tornadoes, hurricanes and floods.

Sources for Feeding

- Procuring and delivering prepared meals from local restaurants, caterers, or institutions
- Delivering prepared shelf-stable meals (ready-to-eat)
- Procuring and delivering pre-made snacks and beverages
- Preparing and delivering meals at fixed and mobile kitchens

Sources for Feeding

- Coordinating meal preparation and delivery with local and national partners
- Providing canteen services for first responders, clients, volunteers, and staff
- Distributing bulk food commodities to individuals and families when a community has cooking capability

Things to Consider with Feeding

- Project the number of clients who are likely to seek feeding.
- Determine feeding locations (determining where needed in community).
- Consider feeding options: fast food, catering, restaurants, or shelf stable meals.
- Determine need and request kitchens.
- Request initial food supplies for kitchens.

Things to Consider with Feeding

- Determine the number and request vehicles to support feeding operations.
- Use catering contracts.
- Resource feeding staff (leadership level and start-up workers).

Menu Considerations for Feeding

- Nutritional requirements
- Food restrictions, special diets and allergies
- Access and functional needs
- What menu items are available from feeding vendors
- The type of disaster, considerations for mass casualty or catastrophic event

The Role of the Mass Care Worker in Feeding

- Arrange for and obtain appropriate meals.
 - Help prepare and serve meals onsite.
 - Serve meals provided by caterers or Red Cross partners.
 - Work on ERVs for mobile feeding.
- Provide canteen services to clients and first responders.
- Collect and report accurate meal and snack counts for inclusion in the daily reports.
- Manage inventory supplies.

Distribution of Emergency Supplies (DES)

Distribution of Emergency Supplies (DES)

Residents salvaging their personal items and securing their damaged homes are provided with clean-up kits, tarps, rakes, shovels, and garbage bags.

Distribution of Emergency Supplies (DES)

DES includes:

- bulk distribution of emergency supply items to clients
- managing unsolicited donations of items from the public

Distribution of Emergency Supplies (DES)

The Distribution of Emergency Supplies activity provides comfort and clean-up supplies to those affected by a disaster. Distribution of Emergency Supplies workers help with handing out comfort kits, brooms, gloves, coolers, flash lights and other items at fixed-site locations or on mobile routes.

Things to Consider with Bulk Distribution

- Generally, the same numbers of those seeking food will seek some sort of supplies.
- Use disaster assessment data to make decisions.
- Consider supply storage plans for materials, including warehouses and places for drop trailers.
- Supplies work in phases—the first phase is life sustaining and the second phase is returning to homes/cleanup period.
- Determine distribution locations.

Things to Consider with Bulk Distribution

- Determine/request initial distribution items needed (push packs).
- Determine/open staging areas for distribution items.
- Determine the number and request vehicles to support distribution operations.
- Resource distribution staff.
- Collect and report accurate counts of items given away for inclusion in the daily reports.
- Take inventory of stock.

Access and Functional Needs – Distribution of Emergency Supplies

- Clients who cannot physically get to a fixed site can be supported with point-to-point mobile distribution. Assign a box truck or van to travel from a fixed distribution site to where the need exists.
- Ensure walk-up sites are as accessible as possible (many states or partners can help with setup).

Unsolicited Donations Management

When the public makes unsolicited donations of items at shelters or other service sites, the workers assigned to support Unsolicited Donations Management coordinate the intake and processing of those items.

The Role of the Mass Care Worker in Handling Unsolicited Donations

- If someone offers to donate material goods, refer to the Mass Care Unsolicited Donations Management lead.
- If In-Kind Donations are involved, explain that In-Kind Donations may turn down large donations of offered goods from a group or vendor.
- Never accept cash donations.
- Graciously thank the donor.

Reunification

Reunification

Workers help family to locate other family members who are displaced by the disaster.

Reunification

The Reunification activity facilitates information about the safety and locations of family members from inside to outside disaster-affected area. The group also searches for people with serious, pre-existing health or mental health conditions in a disaster area. Reunification workers help with facilitating the posting of information and helping clients investigate the whereabouts of loved ones.

Types of Reunification

- General Welfare Inquiry
- Emergency Welfare Inquiry
- Family Reunification Request
- Unaccompanied Minor
- Separated Child
- Missing Child

Reunification Program Principles

- Emergency Welfare Inquiries and Family Reunification Requests receive highest priority.
- Follow-up always occurs with Emergency Welfare Inquiries and Family Reunification Requests.
- Unaccompanied minors and separated children are kept safe and provided with swift transfer or reunification through working with relevant partners.

Reunification Program Principles

- Client information is protected.
- Accurate information is provided.
- Services are provided fairly and consistently across the organization.

Things to Consider in Reunification

- Assess needs based on the type of disaster and level of community inquiry.
- Ensure all service delivery sites have options posting information and accessing information (community laptops, staff data entry, physical forms, etc.).

The Role of the Mass Care Worker in Reunification

- Provide supplies to facilitate communication (such as cell phone charging stations).
- Promote and facilitate access to the designated websites.
- Coordinate with partners (internal and external).
- Work directly with individuals seeking information about loved ones.

The Role of the Mass Care Worker in Reunification

- Create, document, and resolve Emergency Welfare Inquiries and Family Reunification Requests.
- Keep seekers informed of efforts made to resolve Emergency Welfare Inquiries and Family Reunification Requests.
- Log information regarding an unaccompanied minor.

Resolving an Emergency Welfare Inquiry

1. Ensure that it qualifies for an Emergency Welfare Inquiry or Family Reunification Request.
2. Call the sought person.
3. Check the registration website(s) and other systems.
4. Check service delivery sites.
5. Coordinate with other Reunification partners.
6. Check missing person/fatality lists.
7. Call any other contacts provided.
8. Go to the person's residence.

Managing Unaccompanied Minor and Separated Child Cases

Unaccompanied Minors and Separated Children
are among the most vulnerable people in a
disaster situation.

Reunification Partners

- Law Enforcement
- American Radio Relay League (ARRL)
- Federal Emergency Management Agency (FEMA)
- The National Center for Missing and Exploited Children (NCMEC)

Recovery

- Resource Centers
 - Government partners
 - Community partners
- Housing Needs
 - Shelter Resident Transition
 - Roadblocks keeping people from moving forward
 - Community partnerships to support
 - Longer short-term housing
 - Destroyed Homes
 - Homes with Major Damage
 - Community partnerships to support

Thank you

I appreciate the opportunity to share, plan, and coordinate our efforts so those that are impacted by disaster can receive equitable, compassionate, and efficient service when they need it most.

Thank You for listening!