

Quinlan Community Center

Mass Shelter Operations

Introduction

- **In 1999, an agreement was made between the American Red Cross and the City of Cupertino.**
- **The agreement allows the Red Cross to use the Quinlan Community Center as a mass care shelter.**

Introduction

- **If a disaster of great magnitude were to occur...**

the Red Cross may ask us to open this facility as a shelter to disaster victims.



Introduction

- **The City of Cupertino can also inform the Red Cross of a local disaster and...**

**ask for the assistance of the
Red Cross
in opening a shelter.**



**American
Red Cross**

Together, we can save a life

American Red Cross
DISASTER SERVICES



Introduction

- **The Red Cross is able provide such services as:**
 - Supplies
 - Staffing/Volunteers
 - Food
 - Health Services
 - Mental Health Services



Introduction

- **However, Quinlan's Emergency Response Team should be prepared to be self-sufficient.**
- **In cases of widespread disaster, the center may have to open and function for a few days without the help of the Red Cross.**

Introduction

- **This presentation is designed to provide you with a general overview of the Quinlan Community Center's shelter operations.**

Initial Actions/Set Up

Initial Actions/Set Up

- Ideally, initial actions to open the shelter should be taken by the Incident Commander.
- In the event of a serious emergency, the Incident Commander would follow an initial actions checklist.
- All contact names and phone numbers are provided on this list.



Initial Actions/Set Up

The first step is to:

contact the Santa Clara Valley Chapter of the American Red Cross and inform them of the incident.



Initial Actions/Set Up

- Cupertino's Emergency Operations Center (EOC) MAY or MAY NOT be activated.
- It has been decided that EOC headquarters would set-up at City Hall.



Initial Actions/Set Up

*If the Emergency Operations Center (EOC)
is activated:*

- The Care & Shelter Branch of the EOC would be contacted.
- The CARES office would be contacted.

Initial Actions/Set Up

If the EOC is not activated:

- The IC would contact Marsha Hovey –
Emergency Services Coordinator
- The IC would contact Jim Oberhofer –
CARES Coordinator

Initial Actions/Set Up

- **The Cupertino Parks & Recreation Emergency Response Team (Quinlan's full-time staff members) would then be contacted.**
- **The Incident Commander would meet with the Emergency Response Team and:**
 - **Discuss priorities**
 - **Answer questions**
 - **Cover specifics of shelter operations**

Initial Actions/Set Up

- Signs will then need to be posted to identify Quinlan as a Red Cross shelter.
- These signs are kept in a gray shelter start-up kit in Tom's office.



Initial Actions/Set Up

- **The next step is to set up the building.**
- **Take a moment to study the Mass Shelter Layout included in your packet.**
- **Note that regular registration would take place at the doors near the Cupertino Room.**

Initial Actions/Set Up

- **If an incident that posed a chemical, biological, or radiological threat were to occur...**
- **Shelter residents would first have to be decontaminated before entering the Quinlan Center.**
- **Note the location of the decon area on the QCC field.**

Initial Actions/Set Up

- **A separate registration location has been designated for decon victims near this decon area.**
- **Decon victims would register at the outer door of the social room.**
- **They would then be seen by Disaster Health Services.**

Registration

Registration

All those who come to the Quinlan Center seeking shelter must be registered.



Registration

- The Red Cross has provided us with “Disaster Shelter Registration Forms”.
- Only one form is used for each family.
- One copy of the form is given to the Shelter Manager and one copy stays at the registration desk.

Registration

- **No copies go to the shelter resident.**
- **A “Shelter Information Sheet” is provided to each family.**
- **When residents register, recruit help.**
- **Indicate in the margins of the form who would like to volunteer for specific jobs.**

Registration

- **Refer the following persons to Disaster Health Services:**
 - Ill or injured persons
 - Those on specific medications or diets
 - Those who are pregnant
 - Those who claim to have medical training

**Health Service staff should help screen arrivals at the registration desk if possible.*

Registration

- **Refer persons with missing or deceased family to the Disaster Mental Health Services staff.**
- **Be aware of potential emotional problems.**

Registration

- *You should never confirm the death of any person to anyone.*
- If someone asks for this information, refer them to the County Medical Examiner-Coroner's office.

Registration

- **Maintain a sign in/out sheet for visitors.**
- **Escort official visitors, including the media, to the shelter manager.**

Registration

- **Maintain a census and report these numbers to the Shelter Manager.**
- **Residents leaving the shelter must return to the registration desk for “out processing”.**



Dormitory Management

Dormitory Management

- The Cupertino Room will serve as the dormitory area.
- The room holds a maximum of 62 cots.



Dormitory Management

- **Several cots are currently being stored in the Cupertino Room storage closet.**
- **A sample cot layout is included in your packet.**

Dormitory Management

- **Separate spaces should be designated within the dormitory area for:**
 - Families with small children
 - The elderly
 - Night workers who sleep during the day
 - Other unique situations
- **Allow movement within the area for persons with disabilities.**

Dormitory Management

- Support people with particular needs.
- Use the Red Cross as a source of additional cots, blankets, and comfort kits when available.
- Recruit volunteers from shelter residents to keep the dormitory clean.
- Establish entrance and exit controls, making sure that the sleeping area is monitored, especially at night.

Feeding

Feeding

- In the event that the Quinlan Mass Shelter must open...

Cupertino Community Services will be our primary food source.



Feeding

- Take a quick look at the approximate inventory of CCS's food closet.
- A four-day sample menu plan has been included in your packet.



Feeding

- **Since the front entrances to the Quinlan Center (in the lobby area) will not be used to enter or exit the building...**

this area will serve as a dining area.

*** (See the layout in your packet labeled, "Lobby: Dining Area".)**

Feeding

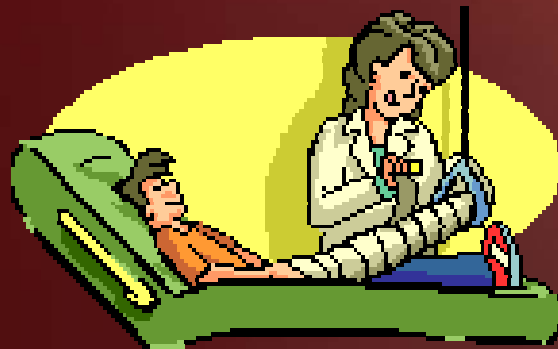
- **Additional dining tables will be placed in the foyer area in front of the Cupertino Room.** (See the dormitory layout in your packet.)
- **Food will be served in the hallway between these two areas.**



Disaster Health Services

Disaster Health Services

- The Red Cross may be able to provide us with a nurse.
- However, a Cupertino resident volunteer should be available to be an on-call nurse.



Disaster Health Services

- **At this time Quinlan is still looking for a volunteer on-call nurse.**
- **Emergency Response Team members that are designated to be First Aid Administrators will be asked to perform first aid until EMS arrive.**

In Conclusion...

- **Consult with the shelter manager on a daily basis.**
- **Review challenges, major events, etc.**

In Conclusion...

- **Quinlan's Emergency Response Team appreciates the dedication of CARES members to be prepared for such an unfortunate event.**

Thank You!

The End

