

A satellite image of a hurricane with a well-defined eye and spiral cloud bands over a dark blue ocean. A green rectangular text box is overlaid on the left side of the image.

# DISASTER FAITH NETWORK

## SHELTERING 101: HOW TO GET INVOLVED

Chatham Emergency Management Agency

# Workshop Agenda

- Personal Preparedness: The First Step
- Preparing to Help: A Review of the Disaster Faith Network Program Guide
- Provide a Basic Overview of Shelter Operations that will help you understand the Sheltering Process and what's Involved.
  - Detail what makes a great shelter.
  - Discuss the six step shelter process.
  - Describe the support mechanisms that are in place to help you have a positive sheltering experience.

What is your  
name?

Any Disaster  
Response  
Experience?

# Hello

*What House of  
Worship do you  
represent?*





# PREPARING TO HELP

**Are You Ready?  
Is Your Congregation  
Ready?**



# Family Emergency Plan

- How will I receive emergency alerts and warnings?
  - CEMA? Local News Station?
- What is my family/household communication plan?
- What supplies do we need?



# How Can I Receive Emergency Alerts?



Stay informed before, during and after an event by following CEMA on Facebook, Twitter and Instagram @ChathamEMA.

For emergency text alerts, text **CEMA** to **77295**





# How to Stay Informed

Whether you stayed in Chatham County or evacuated to a safer location, you will still be able to use the following to stay informed:

- Disaster website- [ready.chathamcountyga.gov](https://ready.chathamcountyga.gov)
- CEMA Alerts
  - Both text messages and emails
  - Register at [www.ChathamEmergency.org](http://www.ChathamEmergency.org)
  - Text [CEMA](#) to [77295](#) for a “fast follow” option!
- Local News Stations mobile apps or website
  - Watch local news, LIVE!
- Social Media
  - BUT, be sure they are official sites!
  - Don't create OR share misinformation
- NOAA Weather Radio
  - If you are still in Chatham County, this will allow you to receive local weather alerts, immediately



# Disaster Supplies

- Build A Kit
  - 5-gallon bucket
- Plan for at least 3 days
  - Drinking water
    - One gallon/person/day
  - Non-perishable food
  - Important medication
  - Essential Devices
- Include copies of important documents
- Store in an easy to access location







# Personal Plan

- Are you properly insured?
  - ❖ Do you have a Flood Policy?
  - ❖ Do you have a Named Storm clause?
- Have you documented/photographed your home and possessions?
- Can you withstand going days without utilities?
- Where will you stay during repairs?

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# PREPARING TO HELP

## Chatham County Disaster Faith Network Program Guide Overview



# Introduction to the Guide

- DFN aims to engage leaders within Chatham County's Houses of Worship to build more resilience within faith-based communities
- Provides a venue for:
  - Open dialogue and information sharing
  - Houses of Worship to assist before, during and after emergencies or disasters





# Program Benefits:

- **Volunteer Training:**
  - Volunteers can be used to bolster staffing in County Managed shelters.
  - Volunteers can be trained to develop emergency plans and guides for their House of Worship and teach preparedness actions to their congregation.
- **Use of Facility:**
  - HOWs can be used to meet a wide variety of needs to include use as a:
    - General Population Shelter
    - Mass Feeding Site
    - Staging area for distribution of emergency supplies
    - Warehouse or Community Distribution Center for donated goods
    - Staging area for emergency equipment or responders.





# Legal Protections

## O.C.G.A. 38-3-32

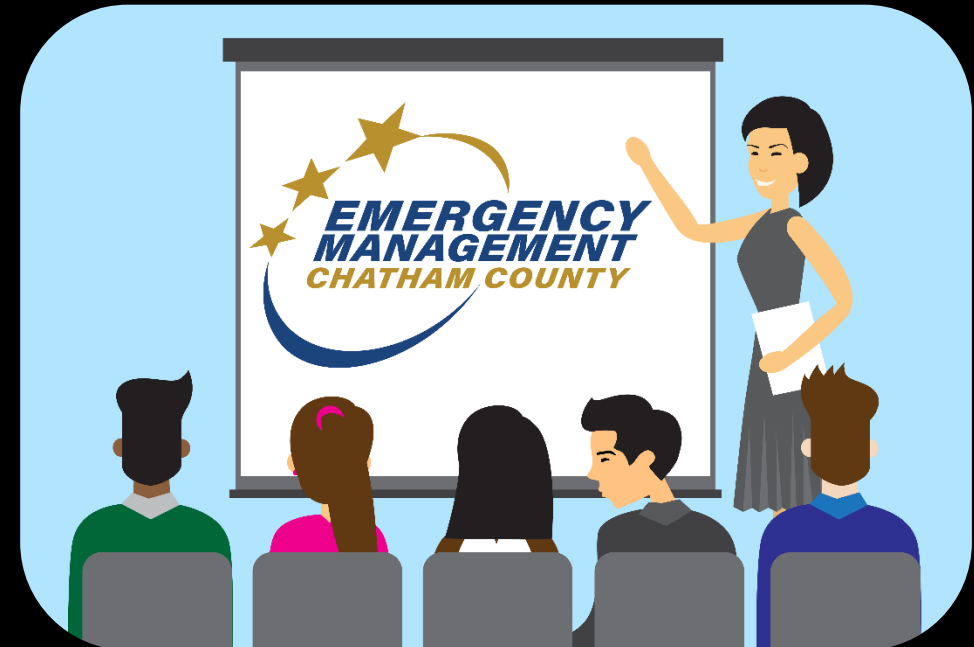
- “When any person, firm, or corporation owning or controlling any real estate or other premises authorizes and permits any emergency management agency, board, or other authority of this state or of any political subdivision of this state to use the premises without charge therefor for the purpose of sheltering persons during an actual or practice emergency or disaster as contemplated by Articles 1 through 3 of this chapter, the person, firm, or corporation, at such times and for such periods during which the premises are occupied and actually employed for purpose of emergency management, shall be **clothed with sovereign immunity** of the state.”
- **“No civil action shall be brought or maintained against any such person, firm, or corporation to recover damages for personal injuries or death of any person while on the premises during an actual or practice emergency, disaster, or enemy attack, or for the loss or destruction of personal property brought upon the premises by any person seeking shelter thereon during an actual or practice emergency or disaster.”**

# Program Roles

- **CEMA Outreach Coordinator**
  - Chelsea Sawyer
  - Engage with interested HOWs
  - Work with CEMA staff to provide training for HOWs
- **Partner Liaison**
  - Member of HOW that serves as CEMA's **primary contact** for all outreach and activation requests
  - Promote preparedness with the congregation and encourage volunteers
  - Maintain a roster of volunteers
- **Volunteers**
  - Emergency Workforce

# Program Requirements

- A signed **Memorandum of Agreement** outlining the resources the House of Worship is willing to provide to CEMA and how CEMA will assist with their preparedness efforts.
- Regular **Training** for staff wishing to serve as Volunteers.
- Ability to conduct **Facility Surveys** on a reoccurring basis if allowing CEMA to utilize a facility.
- Ongoing, **Active Engagement** in CEMA hosted events or preparedness activities.



# Disaster Response Activation Process



When there is a need, the CEMA Outreach Coordinator will host a call with Disaster Faith Network's participating response entities.

## Volunteers Only:

- If a House of Worship chooses to provide volunteers, these volunteers should be trained and prepared for a disaster assignment.

## Volunteers and Use of Facility:

- CEMA will collect information from all Houses of Worship willing to assist.
- During this time, Partner Liaisons should notify their volunteer teams or facility managers of the possibility of being put on standby for an activation.



# Disaster Response Activation Process

- If a decision to activate the Disaster Faith Network is made, the **Partner Liaisons** will then be **contacted by a CEMA Representative**, which could be a Duty Officer or member of the Emergency Operations Center (EOC)
  - An **official request** to put staff and/or facilities on **standby** will be made.
- We recommend that the Partner Liaison **conduct a call down of their trained volunteers (if applicable) and/or prepare the facility**
  - Upon completion of the call down, the Liaison will provide the CEMA Representative with the number of volunteers willing to participate.
  - If the facility has been requested, the Liaison will inform the CEMA Representative of its availability.

# Disaster Response Activation Process

- If chosen to activate, the CEMA Representative will provide the Liaison with a **location** and **timeframe** for their volunteers to meet.
- Volunteers should **notify** their Liaison **upon arrival** on scene and **when departing** the scene. This should immediately be followed by **signing in or out** of the site.



# Annual Program Evaluation

- The annual review exists to document and **evaluate the progress** of the relationship between CEMA and the Houses of Worship engaged in disaster response.
- Program Liaisons will be **contacted by the Outreach Coordinator** to ensure their continued interest in support of the Network, the use of their facilities and/or volunteers.
  - If the facility is designated as a shelter, another CEMA staff member may tag along or update the shelter survey at this time.





# PREPARING TO HELP

## Sheltering 101: Open, Operate, Close





# When Could we Need a Shelter?

- Hurricane
- Tornado
- Large Fire
- Flooding
- Hazardous Materials Incident
- Winter Weather

# Options



FACILITY

STAFF



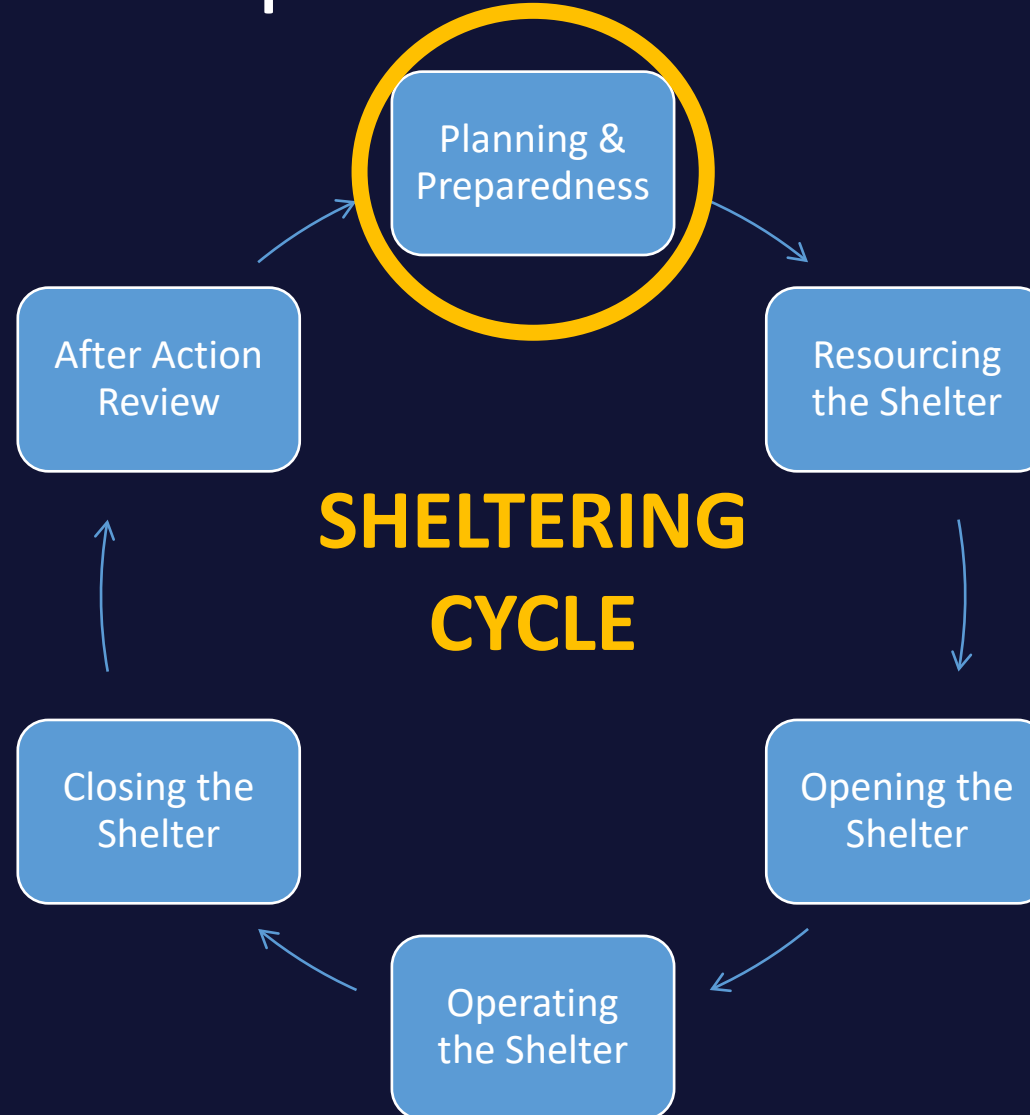
# Fundamental Principles

Emergency shelters should provide a **safe** and **secure** place for individuals and families to stay after an emergency or disaster.

- We provide services to the **Whole Community**
- We strive to meet the cultural and faith-based preferences of the residents
- We **accommodate** those with disabilities and their supporters (aids and family members)
- We safeguard personal information
- We ensure those with acute healthcare beyond the capacity of the shelter are referred to an appropriate facility

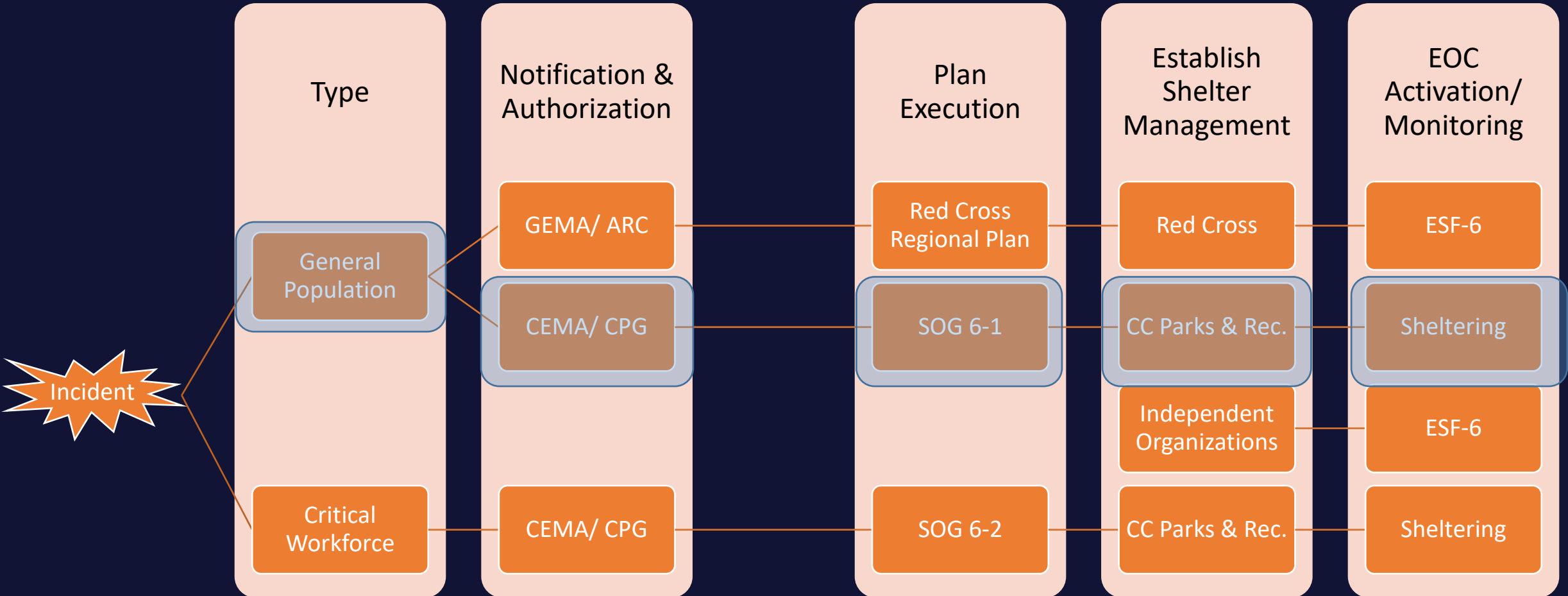


# Disaster Response Activation Process





# Disaster Response Activation Process



# Supporting Agencies



American  
Red Cross



Georgia Department of Public Health

Chatham County  
Health Department



Occupational Safety

Coastal Empire Disaster  
Recovery Committee





# CHATHAM COUNTY EMERGENCY OPERATIONS PLAN

## ESF-6 ANNEX

# SOG 6-1 GENERAL POPULATION SHELTERING

DECEMBER 2019

### TAB I: REGISTRATION STAFF DUTIES

- Ensure that all shelter occupants are greeted and registered upon arrival.
- Complete, legible and accurate information about the residents is necessary to track the shelter population and manage the shelter.
- Maintain a system for checking in and out for any period of time. Function.

NOTE: If an individual arrives at the shelter, the person to the nurse or EMT immediately.

The following are some important points:

#### #1 Register Residents

Forms provided, or utilized by the shelter staff, to register residents. In the event these forms are not available, the shelter staff should use a household to record:

- Family name
- Total number of family members
- Pre-disaster address
- Phone numbers and email addresses
- Method of transportation to the shelter
- Primary language and name of the primary caregiver
- Information on individual members of the family
  - Name
  - Age
  - Gender
  - Arrival date
- Create a space on the registration form for the shelter relocation address.
- Place completed registration forms in a secure location to ensure confidentiality.

Privately ask if anyone in the family has a medical condition. The Shelter Manager or designee should be notified and contact the Sheltering staff.

Privately ask anyone who self-identifies as having special accommodations they need to ensure they are met.

### SAMPLE SHELTER LAYOUT



### TAB F: LOGISTICS

Logistics include the acquisition and maintenance of materials, equipment and services necessary for shelter operations.

#### Shelter Trailer Equipment

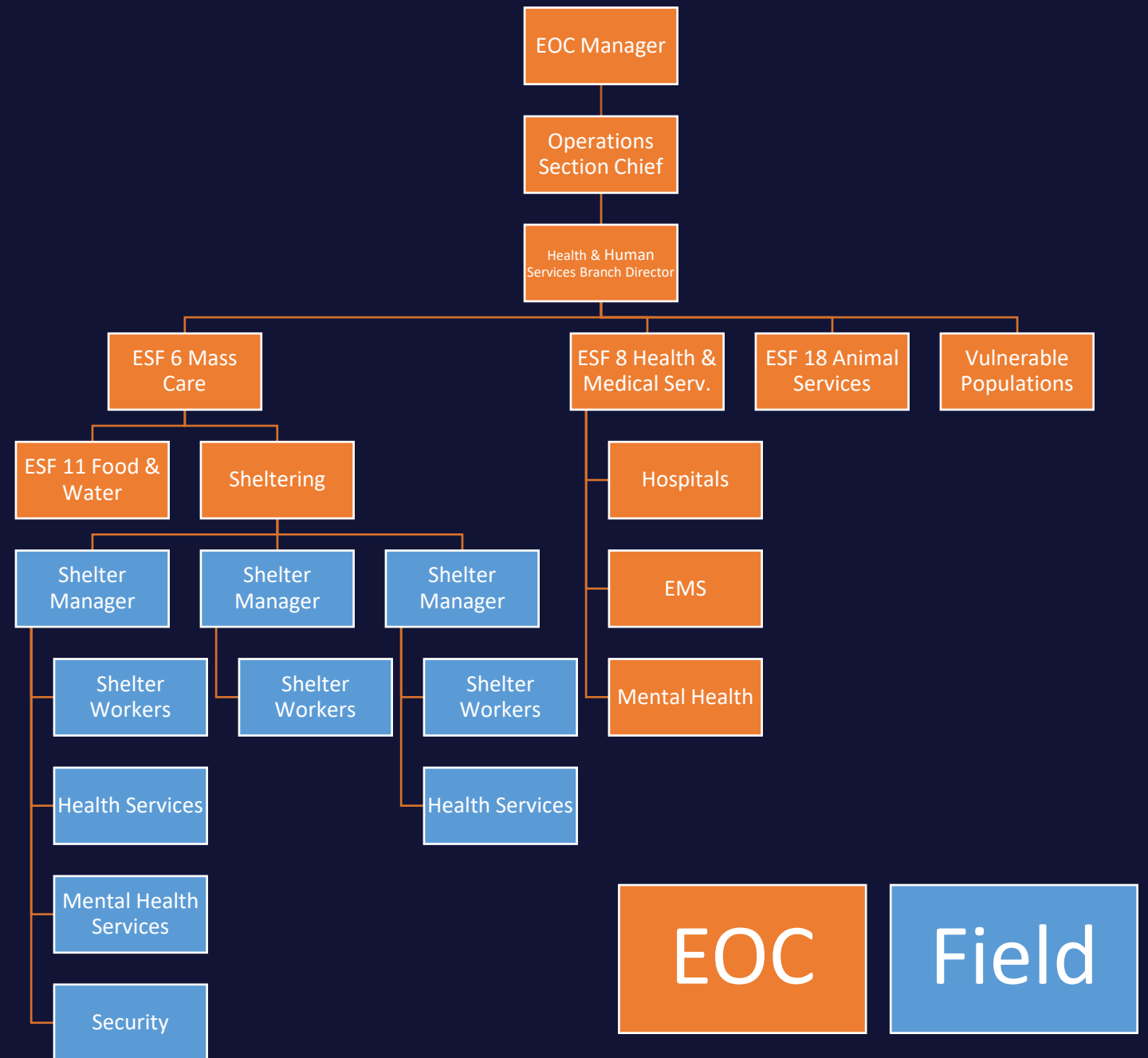
CEMA has two shelter trailers. Each trailer contains:

Item	Number Required	Source
Cots, Folding Military Style	75 each	Trailer Body
Cots, Special Needs	2 each	Trailer Body
Blankets	90 each	Trailer Body
Paper Towel Rolls	24 each	Trailer Body
Clamshell Containers (200)	3 boxes	Trailer Body
Foam Cups (1,000)	1 box	Trailer Body
Foam Cup Lids (1,000)	1 box	Trailer Body
Coffee Urn	1 each	Trailer Body
Medical Shower Chair	1 each	Trailer Body
Medical Commode Riser	1 each	Trailer Body
Yard Sign Stakes	10 each	Trailer Body
Children's Entertainment Items	Assorted	Trailer Body
Kleenex	6 each	Hygiene Box, Clear
Toilet Paper	32 each	Hygiene Box, Clear
Q-Tips	2 boxes	Hygiene Box, Clear
Soap Bars	6 each	Hygiene Box, Clear
Tampax	2 boxes	Hygiene Box, Clear
Hygiene Pads	2 boxes	Hygiene Box, Clear
Baby Wipes	2 boxes	Hygiene Box, Clear
Sheet Sets	15 dozen	Sheet Set Box, Clear
Pillows, Inflatable	100 each	Pillow Box, Green
Pillow Cases	100 each	Pillow Box, Green
Directional Yard Signs	10 each	Cooler
Shelter Banner in PVC Tube, 2' by 5'	4 each	Cooler
Trash Bags, 40 gallon (200)	1 box	Cooler
Plastic Cutlery (200)	3 boxes	Cooler
Flashlights	12 each	Cooler
AAA Batteries	34 each	Cooler
Hand Sanitizer	2 each	Cooler
All Purpose Cleaner, Liquid	1 each	Cooler
Clipboards	2 each	Shelter Manager's Kit, Blue
Pens (Black and Blue)	12 each	Shelter Manager's Kit, Blue
Pencils (Mechanical with Lead)	12 each	Shelter Manager's Kit, Blue
Index Cards, 3" by 5" (100)	2 packs	Shelter Manager's Kit, Blue
Ruler	1 each	Shelter Manager's Kit, Blue
Rubber Bands	1 bag	Shelter Manager's Kit, Blue
Stapler	1 each	Shelter Manager's Kit, Blue

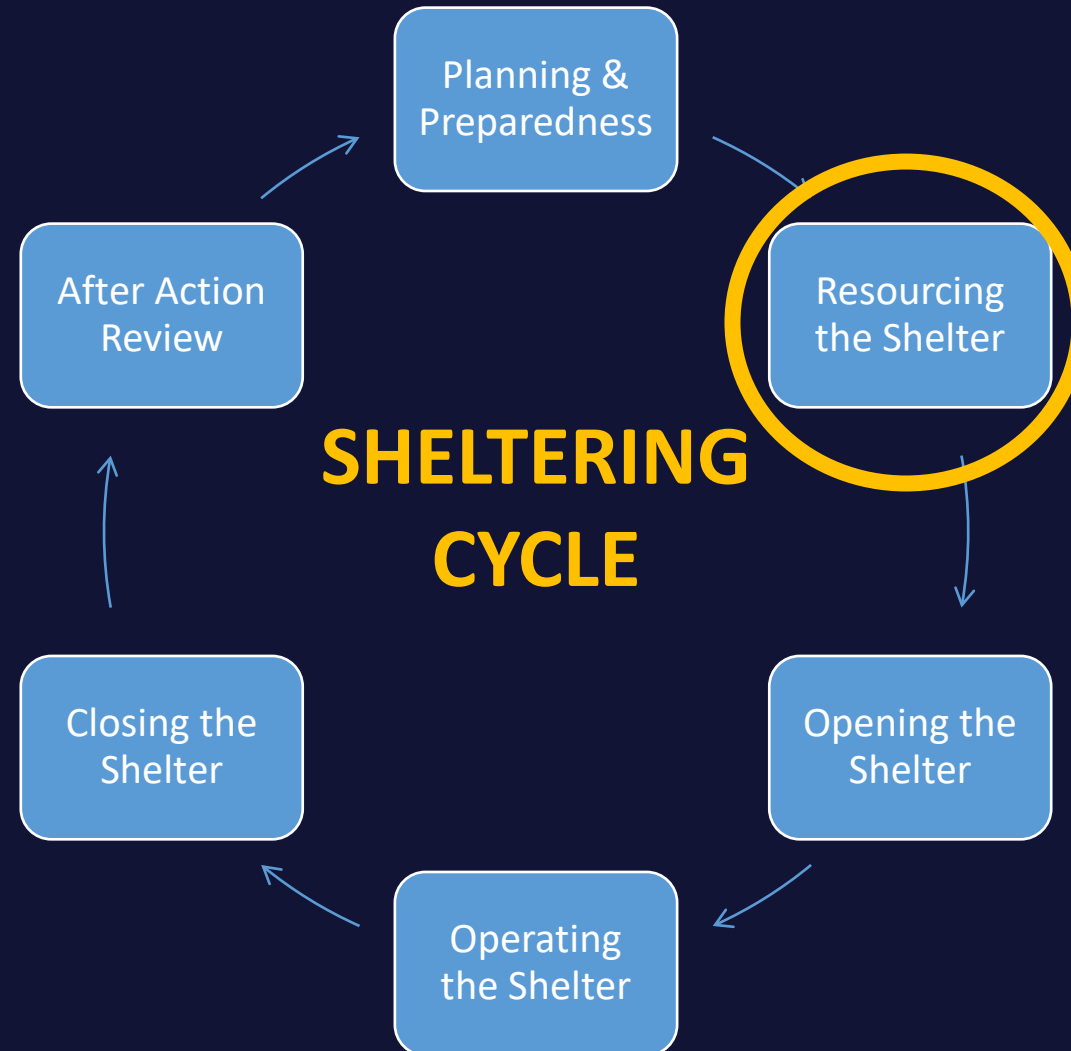


Chatham Emergency Management Agency  
124 Bull Street, Room 140  
Savannah, GA 31401  
912-201-4500  
ChathamEmergency.org

# The Emergency Operations Center



# Disaster Response Activation Process





# Shelter Trailers



## Four Shelter Trailers

Capacity to support 100 residents each

- Cots
- Blankets
- Hygiene Kits
- Towels
- Functional and Access Need Supplies
- Signage
- Shelter Manager's Kit







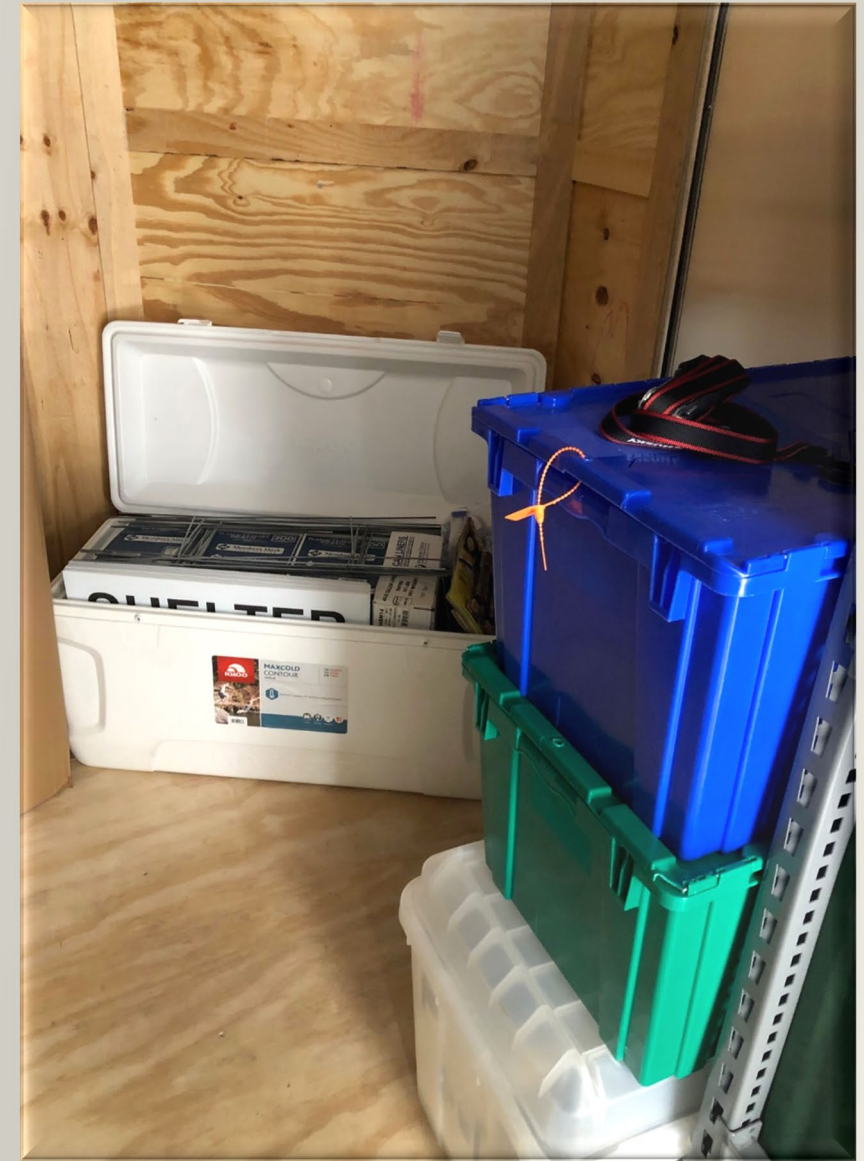
The **GREEN** box contains 100 pillows and 100 pillowcases.

The **BLUE Shelter Manager Kit** Contains:

- Admin. Supplies
- Forms
- SOG 6-1 (Job Aids)

The hygiene kit contains:  
Kleenex

- Toilet Paper
- Q-Tips
- Soap Bars
- Tampons
- Pads
- Baby Wipes



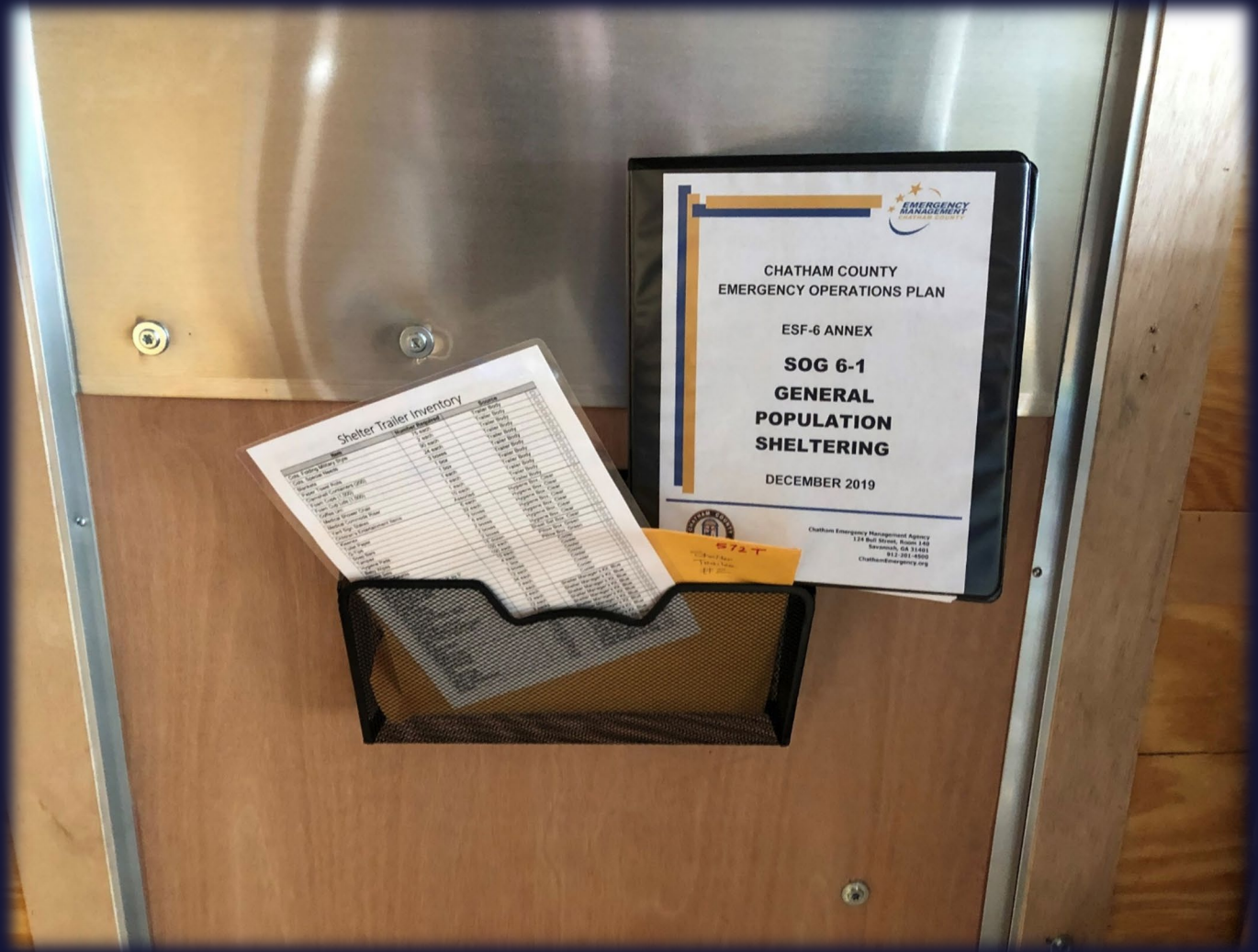
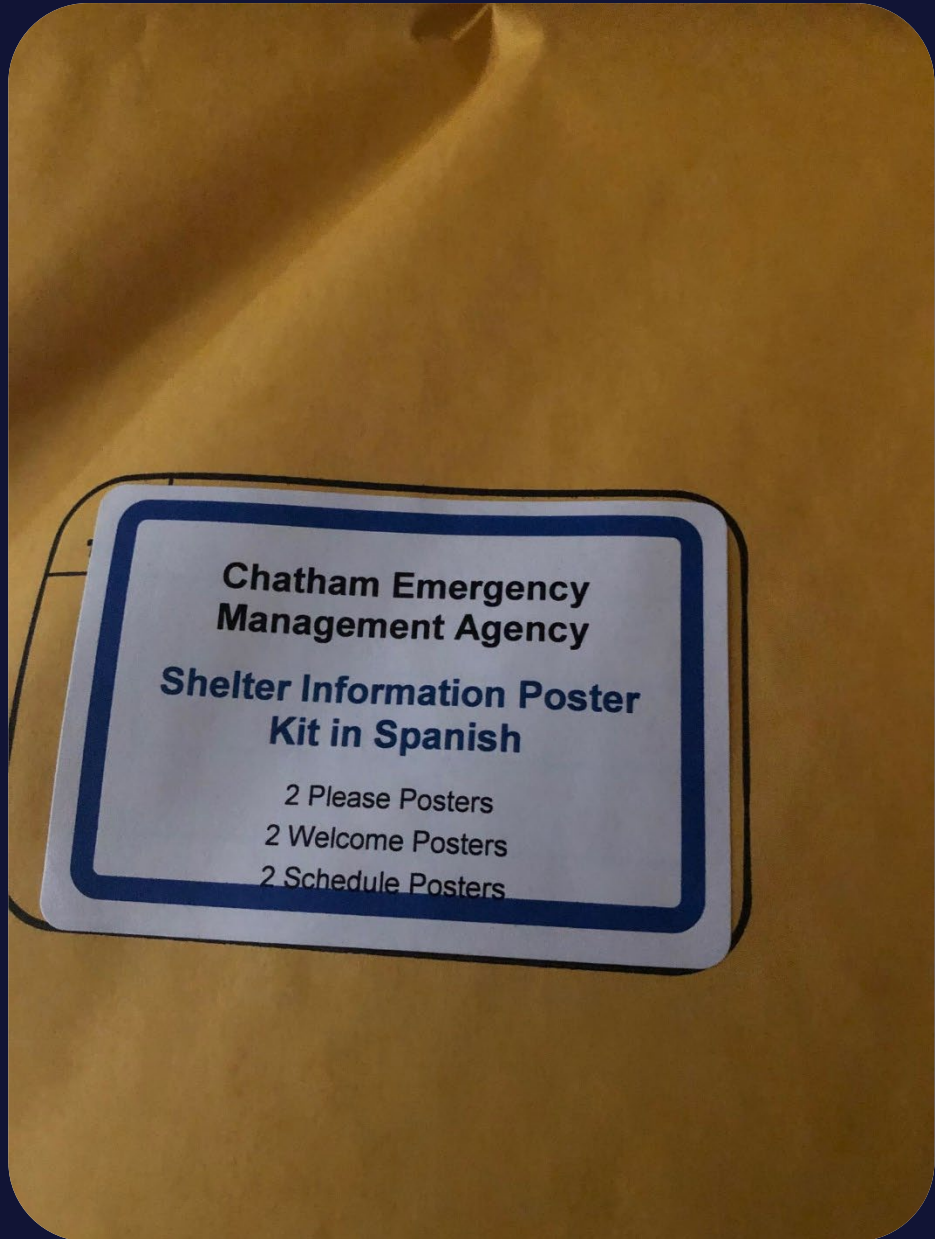




Each box has an inventory placed on the side of each container.

Item	Number Required	Source
Directional Yard Signs	10 each	Cooler
Shelter Banner in PVC Tube, 2' by 5'	4 each	Cooler
Trash Bags, 40 gallon (200)	1 box	Cooler
Plastic Cutlery (200)	3 boxes	Cooler
Flashlights	12 each	Cooler
AAA Batteries	34 each	Cooler
Hand Sanitizer	2 each	Cooler
All Purpose Cleaner, Liquid	1 each	Cooler







## Shelter Trailer Inventory

Item	Number Required	Source	
Cots, Folding Military Style	75 each	Trailer Body	<input type="checkbox"/>
Cots, Special Needs	2 each	Trailer Body	<input type="checkbox"/>
Blankets	90 each	Trailer Body	<input type="checkbox"/>
Paper Towel Rolls	24 each	Trailer Body	<input type="checkbox"/>
Clamshell Containers (200)	3 boxes	Trailer Body	<input type="checkbox"/>
Foam Cups (1,000)	1 box	Trailer Body	<input type="checkbox"/>
Foam Cup Lids (1,000)	1 box	Trailer Body	<input type="checkbox"/>
Coffee Urn	1 each	Trailer Body	<input type="checkbox"/>
Medical Shower Chair	1 each	Trailer Body	<input type="checkbox"/>
Medical Commode Riser	1 each	Trailer Body	<input type="checkbox"/>
Yard Sign Stakes	10 each	Trailer Body	<input type="checkbox"/>
Children's Entertainment Items	Assorted	Trailer Body	<input type="checkbox"/>
Kleenex	6 each	Hygiene Box, Clear	<input type="checkbox"/>
Toilet Paper	32 each	Hygiene Box, Clear	<input type="checkbox"/>
Q-Tips	2 boxes	Hygiene Box, Clear	<input type="checkbox"/>
Soap Bars	6 each	Hygiene Box, Clear	<input type="checkbox"/>
Tampax	2 boxes	Hygiene Box, Clear	<input type="checkbox"/>
Hygiene Pads	2 boxes	Hygiene Box, Clear	<input type="checkbox"/>
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AAA Batteries	34 each	Cooler	<input type="checkbox"/>
Hand Sanitizer	2 each	Cooler	<input type="checkbox"/>
All Purpose Cleaner, Liquid	1 each	Cooler	<input type="checkbox"/>
Clipboards	2 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Pens (Black and Blue)	12 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Pencils (Mechanical with Lead)	12 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Index Cards, 3" by 5" (100)	2 packs	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Ruler	1 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Rubber Bands	1 bag	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Stapler	1 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Staples (5,000)	1 box	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Staple Remover	1 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Tape Dispenser	1 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Tape	5 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Painter's Tape	1 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Manilla Folders	1 box	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Binder Clips (assorted)	1 box	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Scissors	1 box	Shelter Manager's Kit, Blue	<input type="checkbox"/>

The Inventory Sheet is **laminated**.  
Use the white board markers in the  
Shelter Manager's Kit  
to mark each item as it is returned  
to the trailer.

Item	Number Required	Source	
Highlighters (Assorted Colors)	24 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Paperclips	1 box	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Markers (Assorted Colors)	24 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Power Strip	1 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Extension Cord	1 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Work Gloves	5 pairs	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Lined Writing Pads	24 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Sheltering Forms	35 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Shelter Resources Notebook	1 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>
Show-Me Book	1 each	Shelter Manager's Kit, Blue	<input type="checkbox"/>

# Additional Items

- 2 Medical Cots
- Shower Chair
- Commode Riser
- Coffee Urn
- 10 Dozen Towels
- 1,000 Cups and Lids
- 600 Clamshell Containers



# Sheltering Responsibilities

Assist the **Chatham County Parks & Recreation Shelter Manager** by working in:

- Reception & Registration
- Feeding
- Dormitory
- Other Areas as Necessary

Additional training is provided by **CEMA** after your **HOW** agrees to assist.



# Shelter Staff Roles

- **Shelter Manager**

- Every shelter must have a Shelter Manager.
- Provides supervision and administrative support.
- Ensures safety of staff and residents.
- Ensures residents needs are met through the effort's of shelter staff.

- **Shelter Worker**

- Complete assigned activities and fills roles as designated by the Shelter Manager.
- Remains **flexible** and mindful of resident's needs.

# Staffing Details

**Parks and Recreation Staff Serve 12 Hour Shifts** and Shelter Workers may fill a variety of different roles as assigned by their Shelter Manager. **Your volunteer's shift schedule will depend on their availability.**



# Staffing Details

## **Minimum Staffing Required:**

- 1 P&R Shelter Manager
- 3 Shelter Workers

## **Additional Staff that May be Requested:**

- Health Services (EMS/Hospitals)
- Mental Health Services (Gateway)
- Security (Local Law Enforcement)

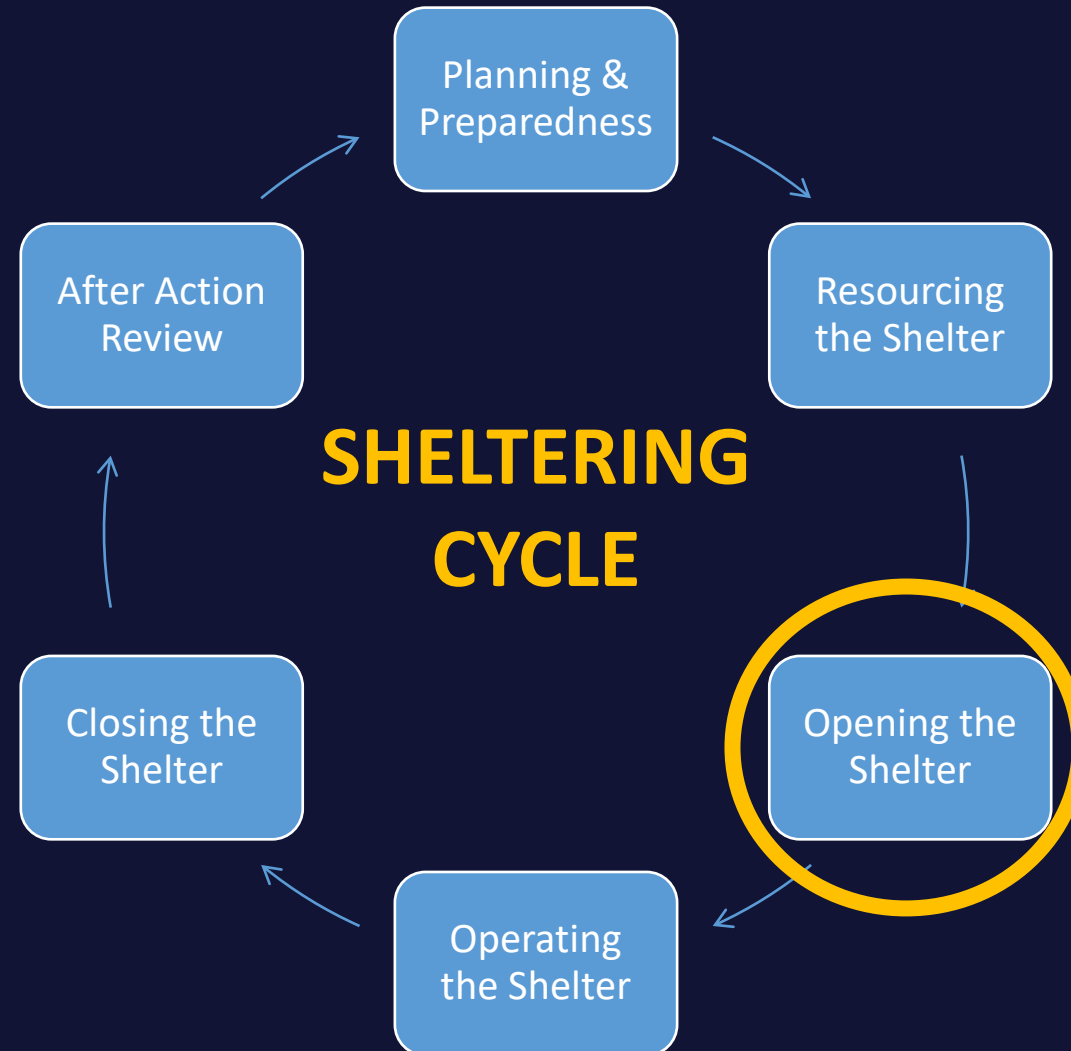


# Additional Points

- **NEVER** self-deploy or **activate**.
- Even if you see a disaster, do not respond until contacted.
- **Unless you want to Independently Respond.**
- Staff should be prepared to **fill any position.**
- Come ready and willing to provide **excellent customer care.**



# Disaster Response Activation Process



# Shelter Set Up Goals

Set up the shelter in order to effectively **register clients**.

Ensure equipment is **inventoried**.

Ensure **signage is posted** to direct individuals to the shelter as well as to services within the shelter.

# Initial Staff Briefing

The Shelter Manager will brief all incoming staff on:

- Assigned roles and tasks
- Daily schedule
- Monetary and donated goods acceptance policy



# Sample Shelter Layout

## Required Areas

Registration

Snack Table

Feeding

Dormitory

Supply Storage

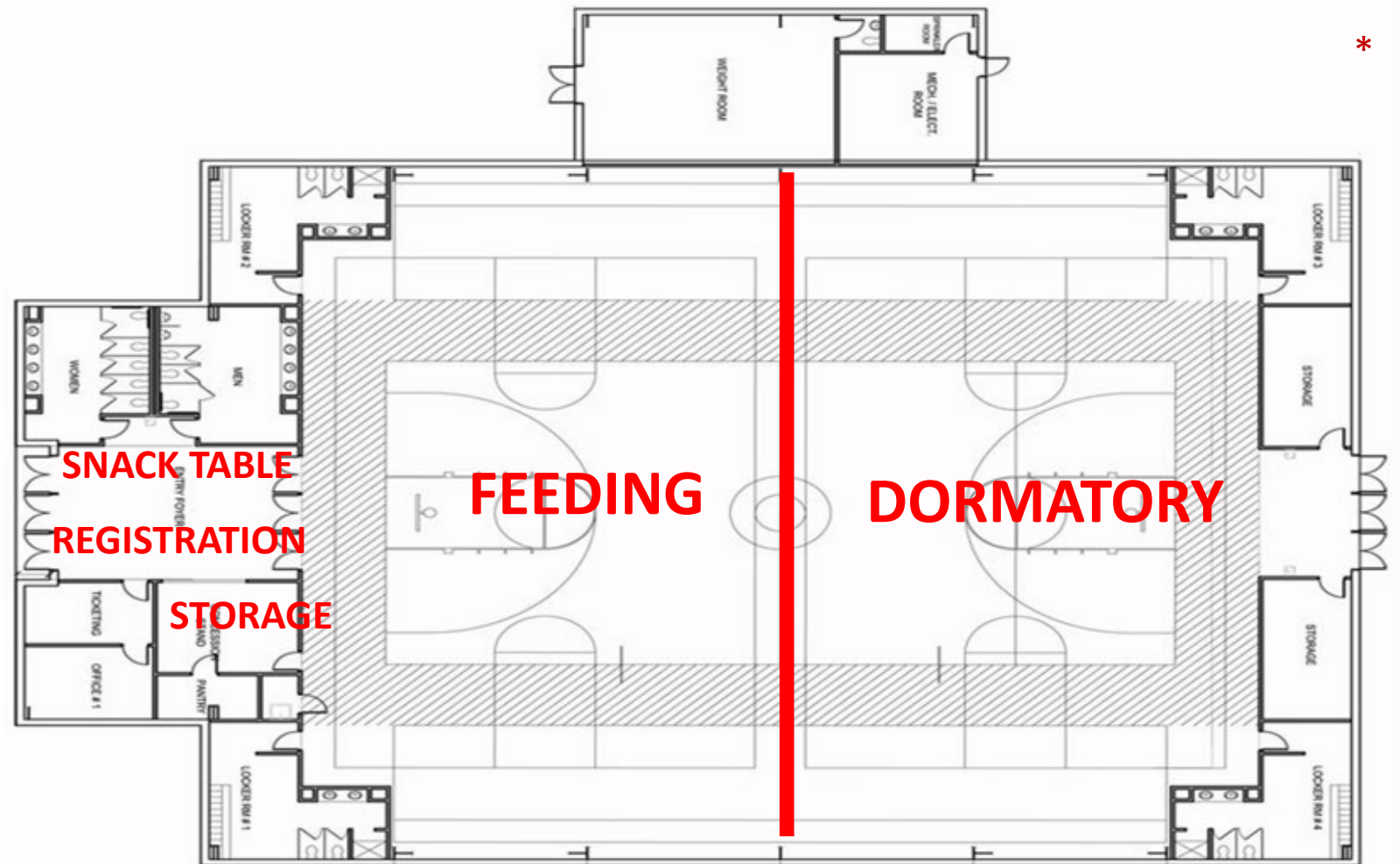
## Additional Area (as Space Allows)

Staff Break Room

Shelter Manager's Office

Health/Mental Health Room

Quiet Room







**SHELTER**

---

**REFUGIO**

**SHELTER**

---

**REFUGIO**



**SHELTER**

---

**REFUGIO**

# Please...

Things you CAN do in a shelter:

- **Respect quiet hours**
- **Control your children**
- **Keep your area clean**
- **Register when you arrive**
- **Smoke ONLY in designated areas**
- **Help us keep the shelter clean**
- **Sign in when entering and sign out when leaving**
- **Keep food and beverages in designated areas**

**Please help in the shelter**

**THANK YOU!**

# WELCOME!

To make this a safe and healthy place for everyone please follow these simple shelter rules

**NO Weapons**



**NO Drugs**



**NO Alcohol**



**NO Pets**



Please let the shelter know if you have any concerns.

**Thank You!**

# Schedule



**Breakfast**

**A.M. - A.M.**



**Lunch**

**P.M. - P.M.**



**Dinner**

**P.M. - P.M.**



**Lights Out**

**P.M.**



**Residents' Meeting** \_\_\_\_M.

# Por Favor...

**Algunas de las cosas que usted  
PUEDE hacer en un albergue:**

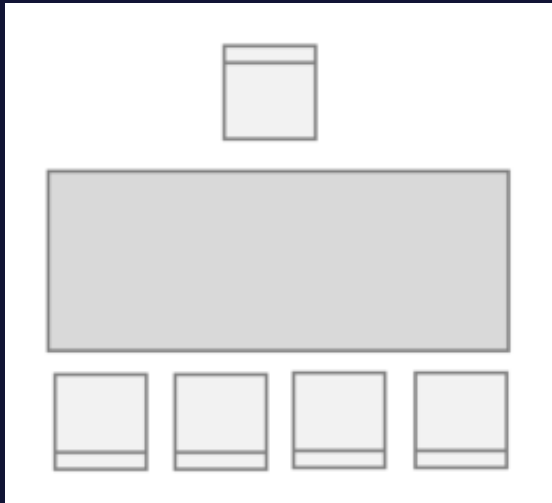
- **Respete las horas de descanso**
- **Cuide sus niños**
- **Mantenga su área limpia**
- **Regístrese al llegar**
- **Fume en las áreas designadas  
SOLAMENTE**
- **Ayúdenos a mantener el albergue  
limpio**
- **Recuerde, sus pertenencias son su  
responsabilidad**
- **Firme al entrar y salir del albergue**
- **Mantenga los alimentos y bebidas en  
áreas designadas**

**Por favor ayúdenos en el albergue**

**¡Gracias!**

# REGISTRATION

## & WAITING AREA

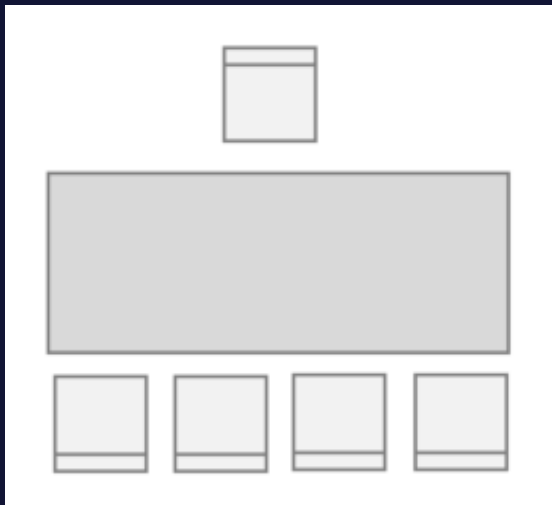


Establish a **Waiting Area**.  
Those with Access or  
Functional Needs may not  
be able to stand for long  
periods.



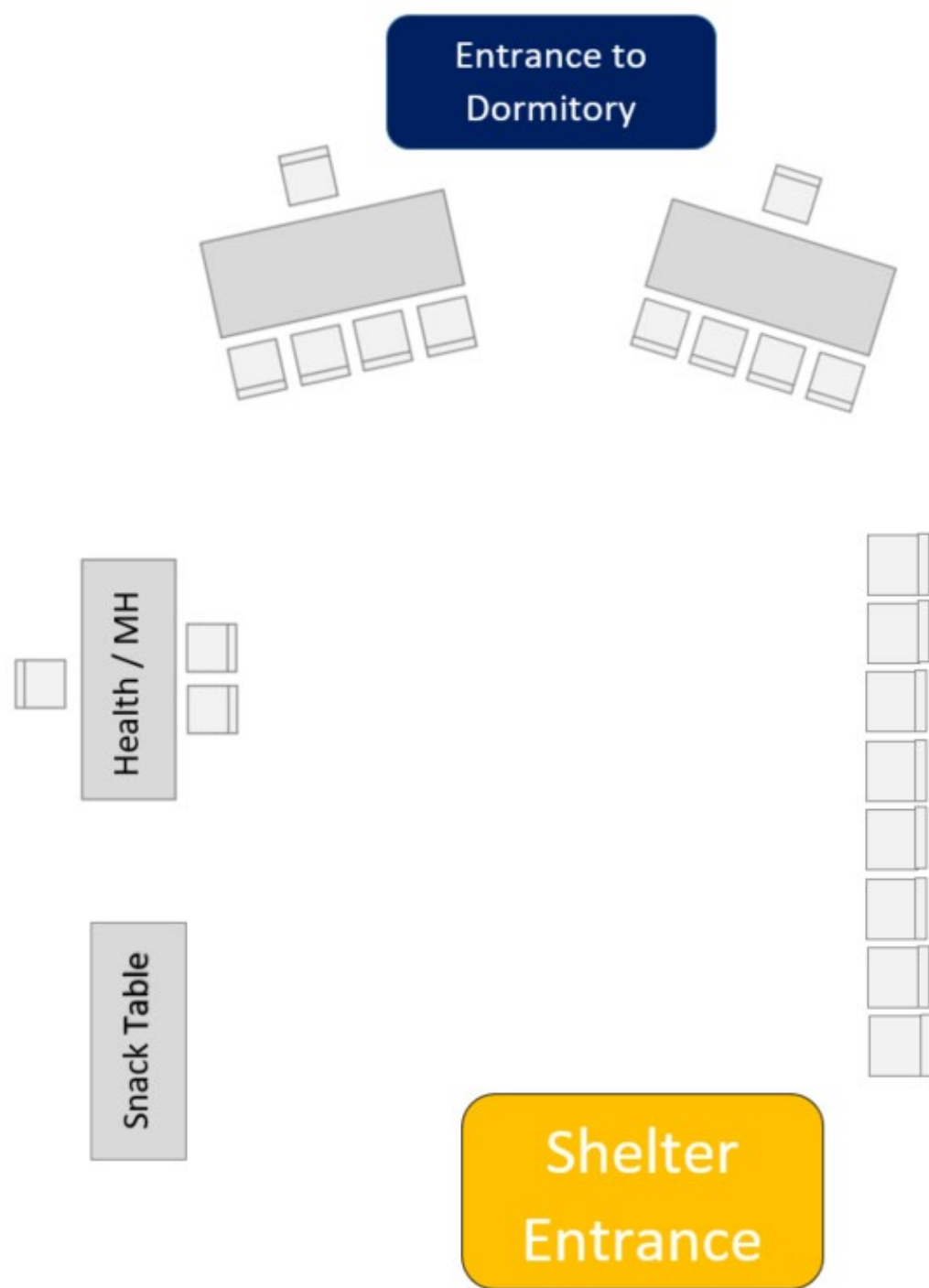
# REGISTRATION

## & WAITING AREA



- Set up a table for **Health & Mental Health Services**.
- Ensure people must **pass Registration** to enter the **Dormitory Area**.
- Anyone wanting to enter the shelter's dormitory **must first register** to stay at the shelter.
- If they do not want to register, they are not allowed access.

# REGISTRATION & WAITING AREA



# Shelter Manager's Kit

- The **Shelter Manager's Kit** is located in the Shelter Trailer and Contains:
  - Administrative Supplies
  - **Blank Forms**
  - Sheltering **SOG**
  - Copies of the **Job Aids**
- Each form has **instructions** printed on the back.

# DORMATORY

- A place to rest. Used for **sleeping**.
- Ensure Room for Cots.
  - Each Person Should get **40 Square Feet**.
    - Think 5 feet by 8 feet per person.
  - Individuals with a Service Animal, Wheelchair or Assistive Device are given **110 Square Feet**.
  - Consider Unique Needs: Power & Low-Vision

Separate areas for Families, Women and Men.

Ensure that 4-6 feet are available for walkways.





## FEEDING AREA

- If catered, ensure a staging area for the meals as they are dropped off.
- Feeding should be in an area **separate** from the dormitory.

Ensure the **schedule is posted** throughout the shelter.



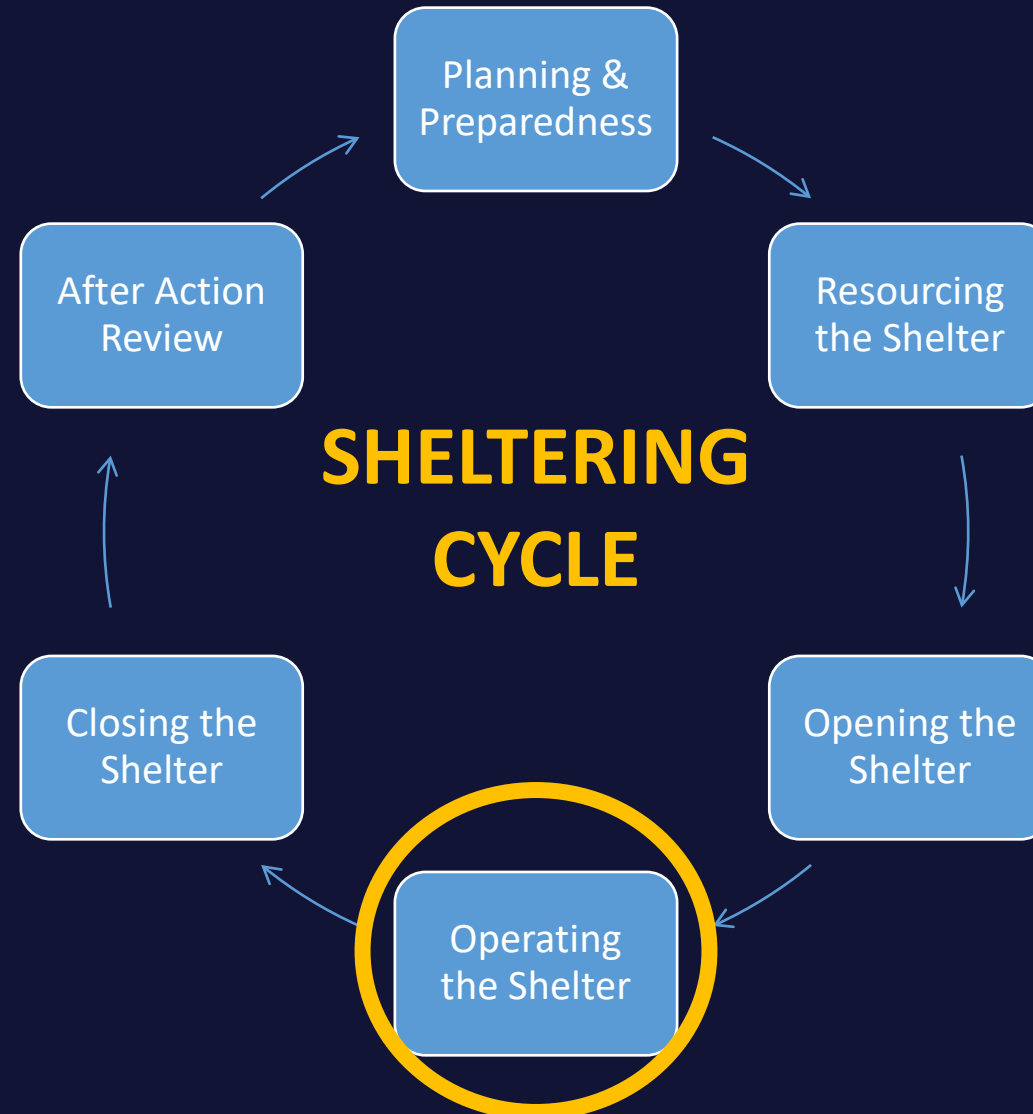


# SNACK AREA

Provide a **snack area in Registration** with individually wrapped products (sweet and salty) and beverages, to include water and coffee.

Should be stocked at **all times.**

# Disaster Response Activation Process



# Registration Operations

- Greet shelter residents as they arrive.
- Explain the registration process and **rules** of the shelter.
- **Collect information.**
- Screen for any **emergency needs**.
  - Individuals with immediate needs should be **referred to health or mental health** services.
  - Health Services (EMTs or Nurses) may be available to help screen individuals as they register.



# Registration Operations



The Registration Worker serves as **a gatekeeper** to keep individuals that do not need dormitory services from entering the dormitory.

Clients, staff and visitors are signed in and out **24/7**.

Workers post information such as accessible signage and set up informational bulletin boards as appropriate.

# Dormitory Registration Screening

- Before starting the form, take a moment to kindly **read, or point to, the shelter rules** to the registrant. Ask if they would still like to register. Staff then conduct a **rapid visual assessment** to determine if an individual can be safely accommodated within the shelter.
- Clients not appropriate for a shelter:
  - Clients on a Respirator
  - Clients Receiving a Continuous IV Therapy
  - Clients who have Open Wounds from a Recent Surgery
  - Clients that are Comatose

## Dormitory Operations



Workers in the Dormitory set up, **monitor sleeping areas** and assist clients with needs throughout the operation.

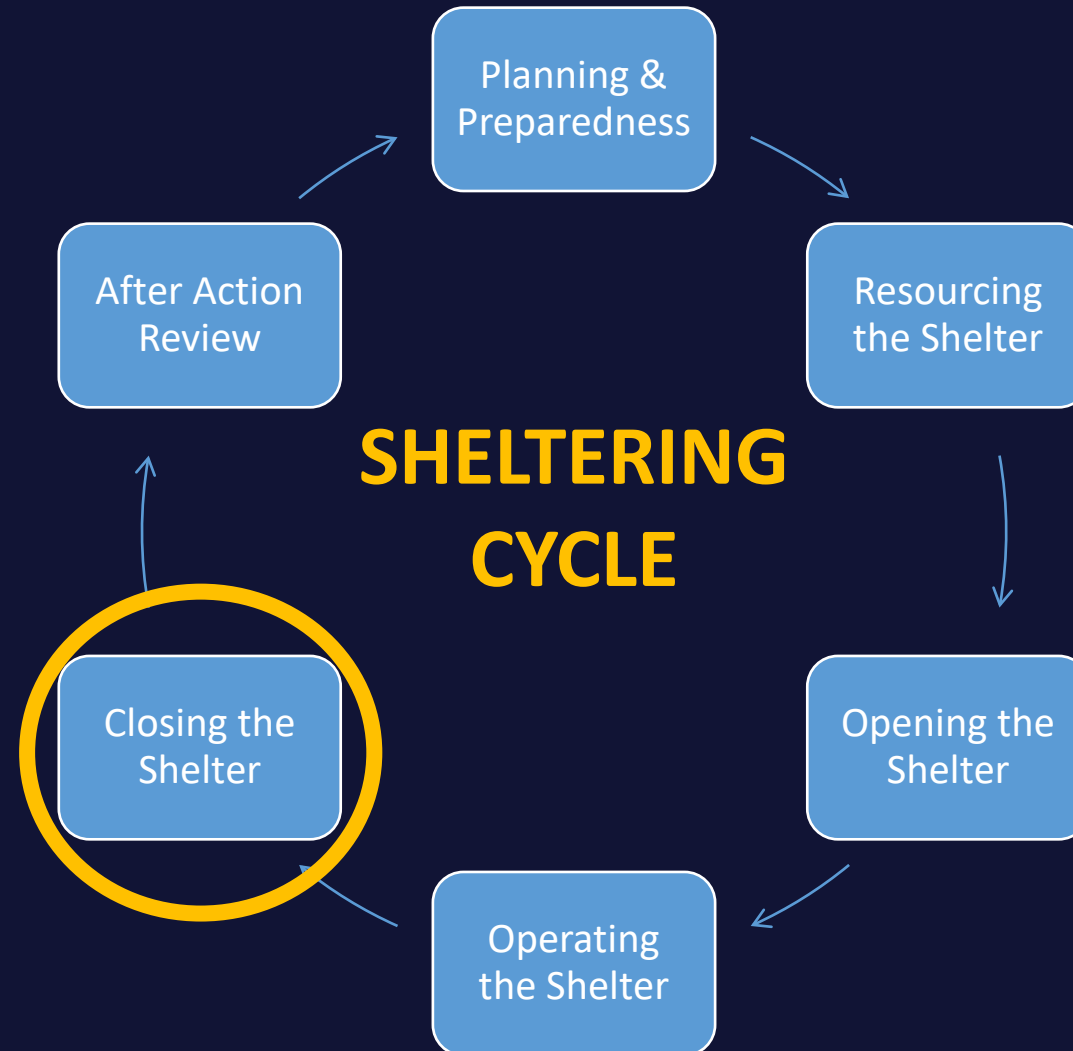
Ensure shelter **rules** are followed within the dormitory but remember **GREAT** Customer Service.

# Feeding and Supplies

- Workers in the Feeding area ensure the snack table is **stocked** and refreshments are available. They also assist with the serving of meals.
- Note any allergies or dietary restrictions.
- Workers in the Supply area ensure adequate **inventory** of supplies are available in the shelter.



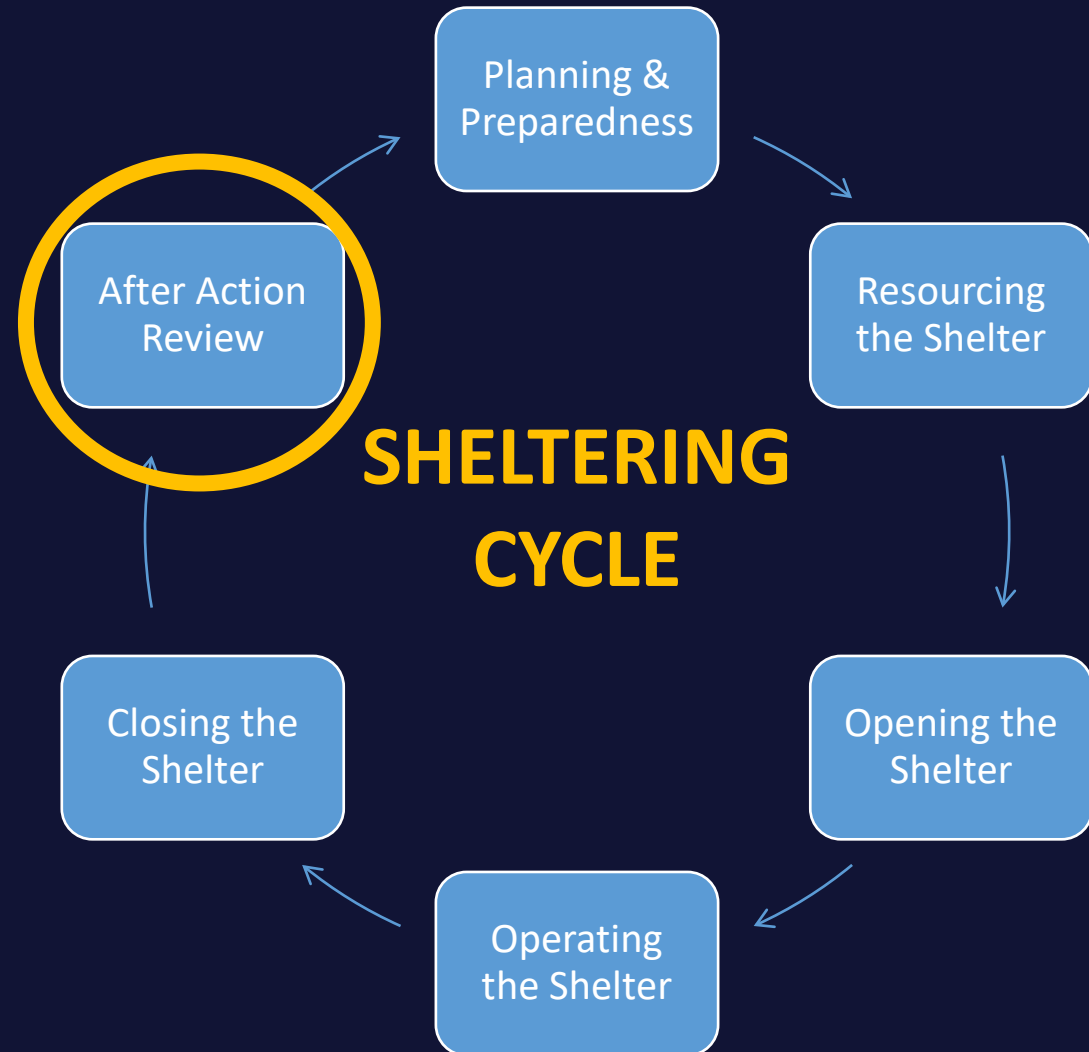
# Disaster Response Activation Process



Closing the  
Shelter

**The goal is to  
return the shelter  
to pre-shelter  
conditions or  
better.**

# Disaster Response Activation Process



# After Action Review

- After the emergency event passes and sheltering operations have concluded, CEMA will conduct an **after action review** with both the field sheltering staff as well as the EOC staff involved in the shelter operation.
- Information will be collected and adjustments for future operations will be made based on the lessons learned and **YOUR** recommendations.





# Questions?

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