



# Emergency Shelter

# EMERGENCY SHELTER



## COMMITTEE OVERVIEW

The Hardwick Emergency Shelter Committee manages the temporary shelter needs of community members during emergencies, ensuring safe accommodations to meet the broad needs of community members who are displaced.

The goal of the Hardwick Emergency Shelter Committee is to open, supply, and manage temporary shelters for community members before, during, and in the immediate aftermath of a disaster. The Emergency Shelter Committee collaborates with Hazen Union High School (primary shelter) and Hardwick Elementary School (backup shelter), which are the designated emergency shelter locations.

The committee also works with Hardwick Neighbor to Neighbor, a grassroots group committed to coordinating local volunteer response efforts in times of need, in coordination with the Town of Hardwick Emergency Operations Center when activated, the school district, and any additional organizations that offer alternative emergency shelter sites during an event.

The Committee coordinator is the Civic Standard. Key participants are the Hazen Union High School Facility Manager, Tod DeLaricheliere, and Joe Houston, OSSU Director of Operations.

The Emergency Shelter Committee's role will vary depending on the nature and severity of the crisis (such as flood, snow or ice storm, or extended power outage). The Emergency Shelter Addendum provides the essential operating procedures to ensure the community's capacity to offer emergency shelter and to stay in close communication with the Hardwick Emergency Operations Center.

This document outlines the foundational procedures for establishing and managing the community shelter in the event of an emergency. It includes step-by-step guidelines for:

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# EMERGENCY SHELTER

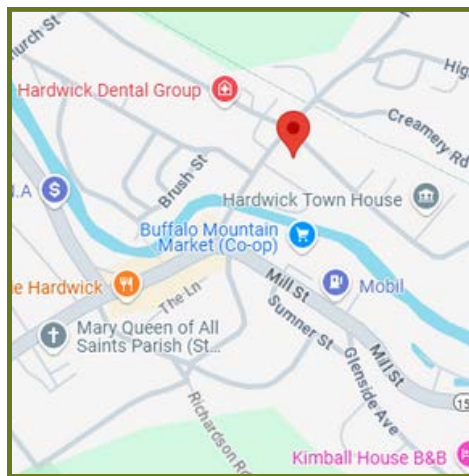


## ROLES & RESPONSIBILITIES

### OPERATIONAL DETAILS

**TRIGGER:** The town manager or LEMP Advisory Committee Liason will contact the Civic Standard and Hazen Union Facilities Manager to establish the emergency shelter.

**SHELTER LOCATIONS:** The primary emergency shelter will be located at the Hazen Union High School at 126 Hazen Union Dr. with a backup location, if needed, of the Hardwick Elementary School at 135 South Main Street, Hardwick.



**Hazen Union School**  
**126 Hazen Union Dr**  
**Hardwick, VT**

**SECURING SHELTER LOCATION:** Temporary shelter sites are firstly at Hazen Union High School (126 Hazen Union Dr.) and Hardwick Elementary School (135 S. Main St.). In the event a second back-up location is necessary, the Hardwick police station will be used. The Civic Standard and designated town officials should have keys to the designated shelters.

- The shelter should accommodate at least 50 people and have access to restrooms.
- Separate areas suitable for checking in, sleeping, medical support, quiet space and children's play, in addition to areas to eat, should be designated.
- Kennels for containing animals in a separate area should be designated.

The shelter must have essential utilities: potable water, power, heating/cooling, sanitation, cell and internet service, and refrigeration.

Secure additional sites should capacity demand more space or should the schools be inaccessible in a disaster.

**ANTICIPATED CAPACITY: 50**

**TIME OF OPERATION:** The shelter will be open as soon as possible after receiving notice of the need from the Town Manager or LEMP Advisory Committee Liaison.

**VOLUNTEER ORGANIZING APP:** In an effort to schedule, deploy, and monitor volunteers, an online volunteer scheduling tool, Sign Up Genius ([www.signupgenius.com](http://www.signupgenius.com)), will be utilized. The Civic Standard will coordinate and deploy volunteers who are working at the emergency shelter and will coordinate with the Volunteer Mobilization Committee, using SignUp Genius information.

# EMERGENCY SHELTER



## ROLES & RESPONSIBILITIES CONT'D

### SHELTER SUPPLIES

The Red Cross or other assistance from outside the community may not be immediately available. Before the Red Cross or outside assistance arrives, obtain supplies from the school and Emergency Shelter storage boxes behind Hazen Union School. If the elementary school is used because Hazen Union is inaccessible, the supply storage box needs to be moved to the elementary school via trailer.



#### COTS

- Obtain up to 20 cots (the school has eight cots at this time), blankets, and spare clothes.



#### PERSONAL SUPPLIES

- Secure hygiene supplies (hand sanitizer, soap, toothbrushes, toothpaste, shampoo, feminine hygiene products, toilet tissue, towels, emergency packs, etc.) from school supplies at the storage box.



#### FOOD

- Secure non-perishable (and potentially gleaned or fresh) items for at least three meals per person (estimate 150 meals total). Food options should include accommodation of dietary restrictions. Sources include the Civic Standard and NtN partners such as the Food Shelf, CAE, and Red Cross.
- Obtain meal-serving equipment, containers, and utensils.
- With permission from the school and USDA approval, food on site at the schools may be used for Emergency Shelter meals. Volunteers shall be trained on using school kitchen equipment so as not to violate any food protocols.
- Ensure timely access to climate-controlled storage.



#### COMMUNICATION

- Use two-way radios to communicate within the school boundaries. Hazen Union has radios.



# EMERGENCY SHELTER



## RUNNING THE SHELTER

### SHELTER SET-UP

At Hazen Union High School there is 80,000 sf of space, which will be set up according to a bi-annual agreement with the Red Cross. The gym is the focal area and has air conditioning. Access to the kitchen and cafeteria is available. Two sets of showers are available. Classrooms are used for an infirmary and location for medical support from the Hardwick Area Health Center or Rescue Squad. The Red Cross design includes areas for volunteer sign-up, training, and deployment.



#### GUIDELINES

- Advertise and prominently post protocols for those availing themselves of emergency shelter. Include information about quiet times, handling of animals in designated spaces, and appropriate behavior (no smoking, alcohol, etc). Provide each guest with a copy of the protocols, emergency contact information, emergency exits, and designated areas for sleeping, eating, hygiene, etc..



#### CHECK-IN & DOCUMENTATION

- Establish an area and table near the entrance for checking in, in accordance with the Red Cross-approved design. Provide sheet for signing in. Include name, contact information, and any specific needs.



#### SLEEPING AREA

- Set up cots at appropriate spacing (3 – 6 feet apart if possible), bedding and hygiene supplies at each cot.



#### PETS

- Prepare to accommodate community members with pets, including safe spaces, pet food, water, outdoor pet relief areas, etc.



#### PARKING

- Provide adequate parking areas for those who choose to stay in vehicles or need a place to park long-term that is accessible during a disaster.



#### MEDICAL NEEDS

- Assign classrooms as needed for medical support (Rescue Squad, Health Center) and confirm support is available at the emergency shelter should it be needed.
- Secure and assure ready access to additional supplies (children's toys, Narcan, personal hygiene supplies).



#### QUIET AREAS

- Provide an area where people can be quiet.





# EMERGENCY SHELTER



## RUNNING THE SHELTER CONT'D

### SHELTER SET-UP



#### FOOD SERVICE RELATED ITEMS:

- Arrange tables and chairs for dining in the cafeteria if at Hazen Union. If space is limited, consider staggered meal times.
- Set up a designated area for food preparation and distribution, ideally with an accessible handwashing station. The Hazen Union kitchen is available to use during an emergency. Kitchen protocols include:
  - Procedures are posted on the stand-up refrigerators.
  - The stainless steel table is used for food preparation and is cleaned with bleach water.
  - **The school's food is not for emergency or public use.**
  - Equipment such as the dishwasher, steam jacket, and tilt skillet should only be used with an experienced operator.
- Provide disposable gloves and instruct volunteers on safe food and equipment handling. Serve food in portions to ensure there is enough for all, including those who might arrive later or choose to stay outside.
- Plan for easy to prepare, non-perishable meals, especially if fresh items heat or refrigeration are not available such as:
  - Breakfast: granola bars, instant oatmeal, bottled water/juice
  - Lunch: Sandwiches, fruit cups, snacks.
  - Dinner: Canned soups or stews, pasta, freeze-dried meals.
  - If guests are unable to stand in line, offer to bring food to them.
- Confirm that volunteers clean and sanitize tables and other high-contact surfaces after meals and prepare the dining area for the next meal. Dispose of waste, recyclables, and general trash in the proper container.

### COORDINATION OF VOLUNTEER SUPPORT



Recruiting, supporting, and communicating with volunteers is essential to running and maintaining an emergency shelter that supports community members during a time of need.

#### VOLUNTEER SUPPORT TIPS


- Ensure that the Volunteer Coordinator is available to recruit, train, and deploy volunteers at the shelter and to provide support and respite to volunteers.
- Use SignupGenius for volunteers to sign up and be deployed. Coordinate with the Emergency Volunteer Mobilization Committee so as not to double-task volunteers among NtN committees.
- Train volunteers in setting up and managing the shelter. Assign duties at the shelter.
- Provide Emergency Volunteer Coordination Committee contacts for those who arrive and want to volunteer, if not at the shelter.
- Assign roles to volunteers for check-in, food preparation, and general shelter operations.
- Coordinate Volunteer Support for the shelter itself. Manage volunteers who are on-site to provide food and supplies, troubleshoot, and contact security should it be necessary.
- Provide orientation and safety training, including fire exits and emergency procedures. Ensure at least one volunteer is trained in first aid and CPR.

# EMERGENCY SHELTER



## RUNNING THE SHELTER CONT'D

### MONITORING AND CLOSING THE SHELTER

-  **OPERATIONAL REMINDERS**
- Regularly check supplies, food stocks, and sanitation status.
  - Ensure restrooms and common areas are clean and stocked with essential items.
  - Record guest arrivals and departures. Update shelter occupancy.
  - Coordinate with the Emergency Operations Center to determine shelter closure time and date. Upon closure, ensure all guests have left the shelter safely.
  - Clean all areas, dispose of trash, and pack up supplies.
  - Return unused supplies to the designated area for storage in storage boxes.
  - Notify the Supply and Support Center of any supplies they need to pick up.
  - Prepare a summary of shelter activities, including:
    - People served.
    - Volunteer names and hours (provide to Town of Hardwick for tracking to support future funding).
    - Supplies needed for the next emergency.
  - Any challenges encountered during the emergency or light bulb moments.

### TRAINING

**AVAILABLE SHELTER SUPPORT TRAINING:** The following are some valuable shelter support training that coordinators and volunteers can access:

- FEMA Courses <https://training.fema.gov/is/courseoverview.aspx?code=IS-406&lang=en>
- Red Cross Shelter Handbook <https://crcog.org/wp-content/uploads/2017/12/American-Red-Cross-Sheltering-Handbook.pdf>

### ONGOING SUPPORT

**SUPPORTING EMERGENCY SHELTER AVAILABILITY:** Work with the Town of Hardwick officials to secure funding to support Emergency Shelter Committee work both during blue sky times, when planning is completed, and during the time that the emergency shelters are operational.



**HARDWICK EMERGENCY  
REPORTING HOTLINE**

**802-472-5475**

**EMERGENCY INQUIRY  
RECORDED LINE FOR  
UPDATES**

**802-472-6120**

**TO VOLUNTEER**

