

# Citizen Corps and Red Cross Partnership Addressing Functional Needs In Shelters

Functional Needs Summit

May 29, 2014

Doubletree by Hilton Hotel

Worthington, Ohio



**Summit County  
Emergency Management  
Agency**

**Russell M. Pry, Executive**

# Plan Development

- Partnership Developed as part of a larger Shelter and Mass Care Committee under the direction of Summit County Emergency Management.
- The Shelter and Mass Care Committee partners include: Public Health, Salvation Army, Behavioral Health, Animal Response, Red Cross, Emergency Management Agency, Private Citizens, Citizen Corps Programs Coordinator and Hospitals.
- Once the direction was communicated that functional needs individuals were to be included in general population shelters it soon became a reality that in Summit County Red Cross would need support from the Summit County Medical Reserve Corps (MRC) to help staff shelters.

# Plan Development

- The committee met on a monthly basis and started the review of Red Cross policies regarding shelter operations including: organizational charts, intake/screening forms, training for volunteers and job action sheets.
- The committee also engaged in a review of best practices regarding the inclusion of functional needs in shelters.
- Once our review was complete the decision was that the most feasible option for Summit County was to develop plans to incorporate the Citizen Corps volunteers into the existing Red Cross structure.
- The committee vetted the plans with the appropriate agencies and leadership prior to adoption to ensure buy in.

# Plan Development

- **Assessment of existing Red Cross shelters for Americans with Disabilities Act (ADA) compliance.**
- **Offered required Red Cross trainings to Citizen Corps volunteers including: Disaster Services: An overview, Shelter Fundamentals and Shelter Fundamentals Exercise.**
- **The documents on the following slides are specific to Summit County and the integration of the Citizen Corps volunteers into a Red Cross shelter.**

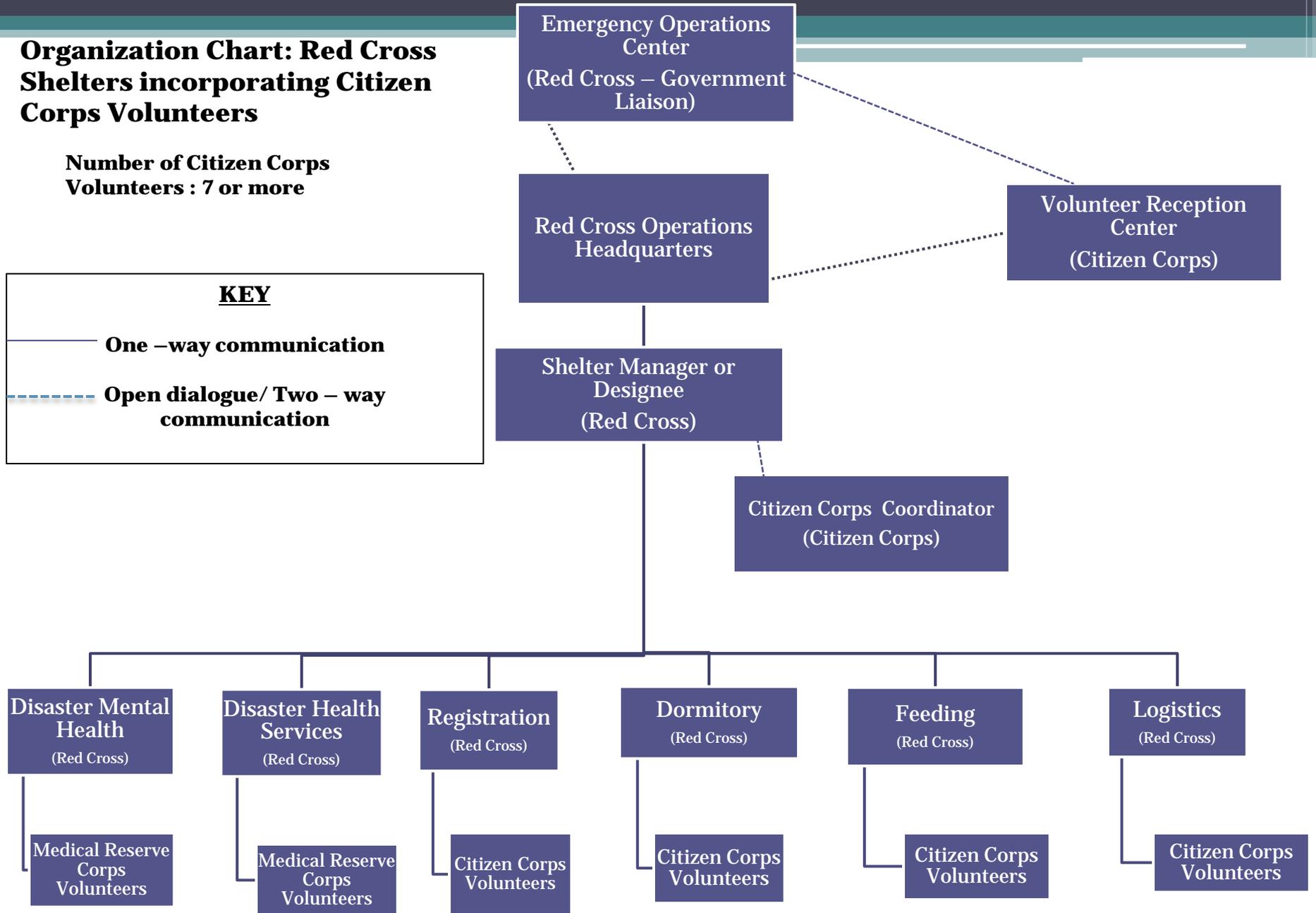
# Organization Chart: Red Cross Shelters incorporating Citizen Corps Volunteers

Number of Citizen Corps Volunteers : 7 or more

## KEY

— One –way communication

- - - Open dialogue/ Two – way communication



## **Shelter Operations Roles and Responsibilities**

**Position:** Citizen Corps (CC) Coordinator

Provides support to the Shelter Manager or Designee in shelters that are staffed by 7 or more Citizen Corps (CC) volunteers.

**Location:** The CC Coordinator is not required to be physically present in the shelter and can travel between multiple shelters; must be available by phone/radio at all times during the duration of the assigned shift.

### **Responsibilities Include:**

Troubleshooter strictly for issues regarding CC volunteers in the shelter (s)

Facilitate communication between Shelter Manager and CC volunteers regarding personnel issues

Communicates with the Volunteer Reception Center (VRC) regarding volunteer emergencies and initiates the proper emergency contact notification process through the VRC.

Provides constructive feedback to the VRC regarding the assignment of those volunteers who return to volunteer in the shelter (for example those volunteers who excelled at or struggled with a certain assignment/postion)

Other duties as assigned by the Shelter Manager in regards to the management of CC volunteers in the shelter

# Moving Forward

- Continue to offer Red Cross Shelter Trainings to Citizen Corps volunteers.
- Conduct full scale shelter exercises including pet sheltering. Revising plans based on the exercise improvement plan.
- Continue the development of additional resources targeted towards individuals with functional needs.
- Continue to promote emergency preparedness among the functional needs population.

# Thank you!

“Never doubt that a small group of thoughtful, committed citizens can change the world.

Indeed, it is the only thing that ever has.”

- Margaret Mead

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