### Faith Community

# EMERGENCY REST CENTER GUIDE FOR FAITH GROUPS AND MUNICIPALITIES



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### WELCOME

Houses of worship and religious leaders are integral parts of our communities; often playing a critical role in responding to and recovering from disasters. Thank you for your interest in Emergency Rest Centers (ERC) and your willingness to help your community! Planning, responding, and recovering from disasters is truly an "all hands on deck" issue, so your participation in planning and developing this important component is very much appreciated.

The Emergency Rest Center Guide for Faith Groups and Municipalities is a part of the Faith Community Partnering in Emergency Preparedness project, initiated and funded by the Western Region Homeland Security Advisory Council and supported by the four county Public Health Emergency Preparedness Coalitions of Western Massachusetts. We hope it will be of use to faith based organizations throughout Berkshire, Franklin, Hampden and Hampshire Counties.

### **PURPOSE**

The purpose of this document is to provide faith groups and municipalities with guidance about the operation of Emergency Rest Centers (ERC).

This plan provides a common framework for ERCs in western Massachusetts including best practices, standardized forms/paperwork, and job descriptions for ERC volunteers, important contact information, and more. It is a flexible and adaptable guide, not meant to be fixed or one-size-fits-all. Rather it assumes that each ERC may operate differently from its neighbor due to local preferences, resource availability, the collaboration styles of partners, and the nature and extent of the disaster.

While, this guide is written with non-emergency personnel in mind, it does contain references to professional emergency response concepts, especially when it will help a faith group or municipality collaborate with emergency management agencies. Part of the guide's purpose is to link faith groups, municipalities, and emergency agencies in order to facilitate a cohesive and effective response to community needs during and after an emergency; so, having a rudimentary understanding of emergency language and concepts is helpful. Of course, this idea runs both ways: it is also useful for municipal partners to educate themselves about the practices of the faith community and become active partners with the faith group(s) that will host the ERC.

### **EMERGENCY REST CENTER FREQUENTLY ASKED QUESTIONS**

### What is an ERC?

Houses of Worship can volunteer to serve their communities as Emergency Rest Centers (sometimes called transitional centers, cooling/warming centers, or personal care sites) during events that may create the need for support away from home. They offer hospitality, provide a temporary safe haven to the public, offer basic care and share critical emergency-information. *ERCs are not overnight shelters or homeless shelters*. They do not provide medical services beyond simple first aid. Service animals are allowed and pets may be accommodated in crates.

Depending on the nature and scope of the emergency, ERCs may open in conjunction with over-night shelters. While some people may need services during the day and are able to go home to sleep at night, others may require overnight accommodation. Overnight shelters will be provided by the community in other facilities.

An ERC is often located in a house of worship, but operates as a joint effort between town officials and the faith group, and possibly includes participation of volunteer organizations such as the Medical Reserve Corps, Salvation Army, and the American Red Cross and other Community Organizations Active in Disasters (COAD).

The ERC works closely with the emergency management system in your community to share information about your services, the response and other response organizations. You may also receive information if you are part of the Community Organizations Active in Disasters (COAD) or your faith community emergency services group.

### What services are offered?

Depending on the scope and nature of the emergency, different services might be offered; however a general list includes:

- Temporary safe refuge
- Accessible facilities for the disabled (including bathrooms)
- Water
- Snacks (optional: nut-free or halal/kosher snacks)
- Charging stations
- Spiritual/emotional care (proselytizing or requiring religious activities is not advised)
- Basic first aid (kit should be adequate for the capacity of the facility)
- Emergency information shared with cultural and linguistic competency
- Pet friendly (optional)
- Referrals to additional assistance

### When would an ERC open?

Some examples of possible emergencies in which an ERC would be useful include:

- during an extreme cold event when residents without heat need refuge
- during an extreme heat event when a town wants to offer refuge to those needing a cool place to rest and recover
- during a power outage when residents need a place to charge cell phones and find out the latest news
- in the aftermath of a flood when people need a place to get recovery information and congregate with other survivors for emotional support
- after a water main break or water contamination, as a place to pick up bottled water
- after a hazardous waste spill requiring evacuation from homes/businesses in the area
- during an evacuation when people need a place to stop for food and information.

The most likely scenarios for an ERC opening in Western Massachusetts are extreme heat and cold events and power outages. These events will not require a great deal of planning or staffing. However in the event of a larger emergency like a hazardous spill requiring an evacuation, more extensive preparations and services might be required. In this case, you would work very closely with your local emergency management team.

### How complicated is this?

ERCs most often will provide minimal services during events like a heat wave or ice storm to provide a place for people to congregate charge their phones, stay cool or warm. This scenario will not require many volunteers or resources. However, some emergencies might involve a large influx of people who require food and services. Your institution always determines whether to open as an ERC or not. It is best to determine up front, what capabilities you have and what your intentions are and to let your local emergency management know. See the Memorandum of Understanding in the Appendix to help determine the kinds of activities you are interested in pursuing.

### How is the ERC location compensated when the facilities are used?

This is an important question, but one without a simple answer. During state and federally declared disasters, government funds for reimbursement may, and frequently do, become available to communities for their emergency-related expenditures, such as the operation of an ERC. However, most instances in which an ERC could be needed may not be the result of state or federally declared disaster. For example, an extreme heat event may warrant opening an ERC to keep people cool. Although the heat wave likely does not meet the standard for a declared disaster, it is possible that the community could allocate local funds to reimburse for ERC operating expenses. On the other hand, the town may not have any available funds and covering costs would be the responsibility of the ERC host and its supporting community partners, such as businesses and other non-profit organizations.

To address funding concerns, we recommend faith groups and towns agree upon a Memorandum of Understanding regarding the ERC, including means of compensation. This is one of those issues that need to be dealt with on a local level. The process of making these joint decisions is a great opportunity to solidify relationships, build connections, and work cooperatively to prepare the community for greater resiliency.

### What about liability?

Check with your insurance company to see if a special rider would be appropriate, but most will probably consider this a program of the Faith Institution and thus it would be covered just like any community dinner or program hosted at the facility. Remember, these are not overnight shelters, but hospitality centers.

### Why the Faith Community?

Faith institutions are trusted sources of support during emergencies. They are often involved in hands-on response during the crisis, as well as supporting those in need during the recovery. Faith communities often have a mission to help and provide respite, not only for their own members, but as outreach to the community. This is also the mission and purpose of the ERC. Many of the people who seek help during emergencies are our most vulnerable citizens: families with young children, the elderly, people without resources and those whose first language is not English. Participation in emergency rest centers provides the faith centers an opportunity to build community, to gather neighbors and friends to help each other and those less fortunate in need of assistance. Often it is the faith community that knows of those most vulnerable and can reach out to them in times of crisis.

### Who staffs an ERC?

There's no one answer to this question, because it is truly up to the faith community and its community partners to see what will work best for each crisis. In some cases a faith community may have a willing and interested group of its members who want to manage ERC operations with minimal involvement from the town or city. In other cases a faith community may be able to offer its facilities, but no staff and so the community or volunteer organizations such as the Medical Reserve Corps would be needed to handle operations. Operating an ERC could also be a great opportunity for interfaith collaboration, close cooperation between a faith group and its city/town, and/or for collaboration between faith groups, volunteer organizations.

### Can multiple faith groups collaborate on an ERC?

Absolutely! In fact we suggest just that. For example, one group may be able to supply the location while another has members who can operate the ERC and a third group has a commercial kitchen where they can prepare food to be delivered to the ERC, though some ERCs will choose not to offer food.

### Why work with your community officials?

If you are part of the emergency response system, many resources and support services will become available to you. For example, if you need additional supplies or staff, security, medical support or transportation during the operation of the ERC; the local Emergency Management Director or Emergency Operations Center will be able to help. Emergency Management can also help find other community organizations that may be able to support your patrons, who may need other human and social services.

By being connected, you become part of a coordinated community effort, adding your valuable resources to the overall response effort. Possible grant opportunities, as well as possible reimbursement for your expenses are other important reasons to work with the community's emergency response system.

If you plan to serve food, work with the local Board of Health to ensure that your plan and facility will meet state and local food code requirements. The Board of Health can help with other aspects of planning too, and may even have supplies you could use. Often ERCs open in response to a public health emergency such as a heat wave.

### HOW TO USE THIS GUIDE

The remainder of this Guide is intended to form the foundation of a working ERC plan and as such is essentially a template: there are fill-in-the blank portions as well as forms to use during the operation of an ERC. Choose planning options and make implementation decisions according to your circumstances. The topics included are universal and should be carefully considered by every municipality and faith group interested in forming an ERC. However, this Guide is not meant to be exhaustive and some topics important to a particular town and faith group may not be covered, so think beyond the topics included and add relevant sections, as needed.

Users of this Guide are reminded that every emergency situation is different and requires flexibility, adjustments, cooperation, and open communication. Accordingly, this document should be considered a living document... open to changes through the regular review process, as well as changes that may be necessary in the "heat of the moment" to take into account the demands of the emergency.

### PART 1: PLAN DETAILS

Name of Community and Name of Faith Community have agreed to collaborate on the development and operation of an Emergency Rest Center (ERC). The people in the table below have been recognized as key to the ongoing maintenance of the ERC plan and operation of the ERC and agree to meet (digitally or in-person) at least Number of times times per year to update this plan. Add person/postion here is primarily responsible for scheduling plan maintenance meetings.

A copy of this plan should be stored in hard copy form by all of the people listed below, as well as in digital form in a secure online location, zip drive, etc.

Ą	copy of the full plan is held by:
	☐ Head of the Name of Faith Community
	☐ Officers (s) and organizations with a role in the plan.
	☐ Rest Center Team Members
	☐ Partner Agencies
	☐ Emergency Management Director
	☐ Other (Specify)

### In the chart below, list the people in your ERC faith/community planning team

ERC Team					
Name	Year-round Position	Job within ERC Structure	Contact Information	Keeps Copy of ERC Plan	
Susan Jones	Emergency Management Director		W: H: M: E:	Yes	
Mike Smith	Board member, XYZ Church	Ex: ERC Manager	W: H: M: E:	No	
		Building Manager			
		Registration Leader			
		Services Leader			

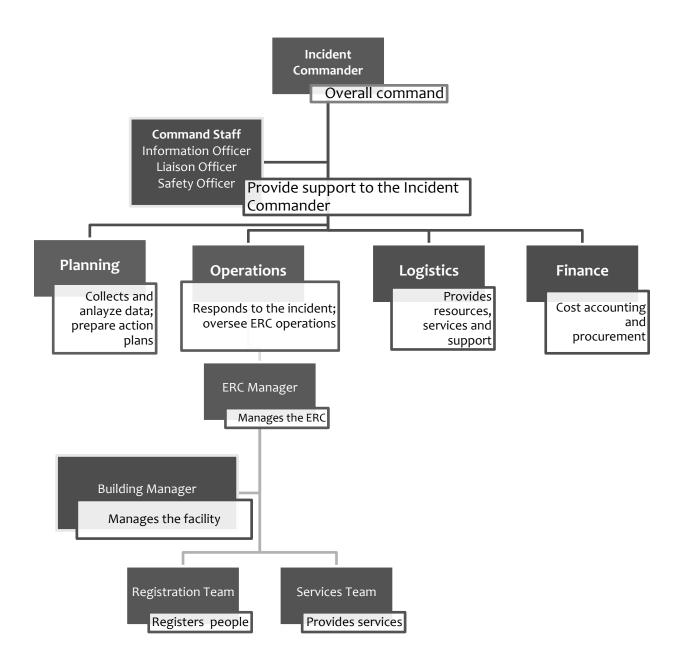
### INCIDENT COMMAND SYSTEM/ CHAIN OF COMMAND/ HIERARCHY

To coordinate agencies, personnel/resources and tasks during an emergency response, emergency management agencies use the Incident Command System (ICS). ICS is a "standardized, all-hazards incident management approach that provides a flexible, scalable structure with common processes for planning and managing resources (<a href="http://www.fema.gov/incident-command-system">http://www.fema.gov/incident-command-system</a>). You will find that Responders have their own "language" and use a lot of acronyms that are useful to understand.

Operating an ERC does not necessarily require strict adherence to the Incident Command System, but the management structure established has proven very useful in keeping operations like ERCs organized and ensuring that certain critical tasks are completed. Both online training though FEMA (<a href="http://training.fema.gov/EMI">http://training.fema.gov/EMI</a>) and in-person classes through MEMA (<a href="http://www.mass.gov/eopss/agencies/mema/training-and-exercise-unit.html">http://www.mass.gov/eopss/agencies/mema/training-and-exercise-unit.html</a>) and local MRC units (<a href="http://www.wmmrc.org">www.wmmrc.org</a>) are available free of charge.

Even if your ERC does not follow ICS (Incident Command System) closely, establishing an organizational chart is still useful. ICS positions are based on specific functions. One person can fill more than one function, but experience has shown that no one should have more than 5-7 people reporting to them. To figure out a hierarchy for your ERC, first decide what function/position you need and who will fill each position. Make sure you consider what other responsibilities they may have\ and where they fit in other hierarchies. See a typical ERC Incident Command Structure Figure 1.

Figure 1: A typical ICS Chart for an ERC might look like this.



### **VOLUNTEER/STAFF REQUIREMENTS**

Because families with children may come to the ERC, it is important to know that volunteers and staff have been cleared for Criminal Offender Records (CORI) and Sexual Offender Records (SORI). This precaution protects both your institution and patrons.

Under no circumstances should a child be left alone with any volunteer/staff that has not had a CORI and SORI check. Additionally, it is critical that no child, whose parent is not present, should be left with only one volunteer/staff person. Always have at least two people present.

Your Police Department may be able to assist you with these background checks. If you do need them to help, make sure to work this out **before** the emergency.

It is also a good idea to identify volunteers/staff with a name badge, t-shirt or vest, so you know who is there and so that patrons can identify people who can help them. Use the following list to outline how you will handle volunteer credentials and identification.

### **CORI/SORI Checks**

The ERC operated at the Enter facility name site will use the following standards and methods to credential its management staff.

	edentialing records will be stored at Enter Location under the supervision of Enter Name, no serves as Enter ERC Position, or Head of Fiath Center within the ERC structure.
	CORI (Criminal Offender Record Information). Ask your Police Department to help.
( <u>ht</u>	SORI (Sex Offender Record Information) .This can be done online at <a href="tp://www.nsopr.gov/">tp://sorb.chs.state.ma.us</a> ) or you can ask your Police Department help.
	The Name of Faith Community will only allow volunteers affiliated with a recognized volunteer group that credentials their own members, including
	☐ Members of Name of Faith Community
	☐ Medical Reserve Corps (MRC)
	☐ Community Emergency Response Team (CERT)
	☐ Disaster Animal Response Team (DART)
	☐ American Red Cross (ARC)
	☐ Communities Active in Disasters (COAD)
	☐ Local school system volunteers and staff
	☐ Other, specify:

### **Volunteer/Staff Identification**

The Enter facility name will use the following methods to identify volunteers and staff
☐ government Photo ID
☐ name badge identifying their position at the ERC
☐ a vest/ hat/colored t-shirt

### **Volunteer training**

Volunteer team managers and volunteers are prepared to:

- Welcome guests in times of crisis with compassion, reassurance, and calm
- Ensure public safety, along with basic comforts like water, bathrooms, and snacks if available
- Provide accurate, official messages to inform guests about the emergency situation
- Provide age-appropriate communication with respect to diverse languages and cultures
- Offer basic emotional and spiritual care through listening and responding with empathy and understanding
- Maintain a guest census and basic service records
- Provide basic first aid as needed

If the emergency event is small, you will no doubt be able to handle everything without much help. However in a larger emergency, it is good to be able to reach out to others for assistance.

### **CONTACTS**

List government, voluntary, community-based, Faith-Based and private organizations that you might work with during the emergency in the contact form in the <u>Appendix</u>.

### COAD (COMMUNITY ORGANIZATIONS ACTIVE IN DISASTERS)

Consider joining your local Community Organizations Active in Disasters (COAD). COADs are groups of local organizations and faith community partners just like yours who wish to be part of the emergency response system. COADs generally meet 3 or 4 times a year and share information, best practices/training and good ideas concerning emergency preparedness, response and recovery. COADs around the nation have been vital in responding to and recovering from emergencies.

### **ERC COSTS: SPENDING FOR OPERATIONS AND REIMBURSEMENT**

If a federal emergency is declared, a community may receive federal reimbursement for 75% of its costs. Volunteer time and donated goods can be used to offset the remaining 25% of costs the community will not be reimbursed for, so tracking everyone's time and all other

donations is very important every day. Make sure to keep accurate logs and receipts of food or supplies purchased or received as donations. The ERC Manager needs to work closely with the (Emergency Operations Center) EOC/Incident Commander and impacted communities to ensure compliance with all reporting and record keeping requirements.

After the response is complete, check in with the town Emergency Management Director (EMD) to see if the emergency was a declared event. In any case send the final accounting of all your expenses, including those you wish to recoup and those you want to offer as a donation to the town. Municipal finance boards/departments can help facilitate tracking /processing of purchase orders and invoices and determine financing methods.

To request reimbursement, send an invoice to the town and include backup documentation like the log of hours and receipts for purchases.

Work with your municipality to agree to cost sharing/reimbursement plans BEFORE the emergency. However, each emergency will likely require a separate negotiation. Do this before agreeing to open the ERC and make sure to get the agreement in writing.

### **AUTHORITY TO REQUEST OPENING AN ERC**

If you develop this plan in conjunction with your community, it is likley that the Emergency Management Director or some other municipal official will ask if you are willing to open an ERC. This initial request may be verbal, but should be followed by a written request signed by an appointed or elected official who is authorized to request the activation and to commit municipal resources. This is when you should make a cost-sharing agreement.

Check who has authorization to request opening the ERC.
☐ Emergency Operations Center (EOC)
☐ Emergency Management Director (EMD)
☐ Select Board / City Council
☐ Town Manager
☐ Mayor
☐ Board of Health (BOH)
☐ Fire Chief
☐ Emergency Rest Center (ERC) Manager
☐ Other: Specify

### STEPS TO OPEN THE ERC

Negotiate	Decide to	Determine Time of	Notify Staff and	Confirm Staff Arrival	Begin
with EMD	open ERC	Opening	Volunteers	with EMD	Set-up

When the ERC receives a request to open, the person receiving the call should try to get the following information and pass it on to those who will make the decision to open the ERC.

- Nature and extent of the hazard
- If known, the number of people likely to be affected
- Expected duration of the event.

### If the ERC chooses to open:

- Determine when the ERC is able to open to the public
- Call the ERC Manager to inform him/her of the situation.
- The ERC Manager will begin the notification process to assemble the rest of the ERC team.
- Confirm arrival of staff with the community Emergency Management Director or appointed liaison
- Do a walk-through of the facility to determine its condition and readiness to serve as an FRC
- Begin set-up of the ERC
- Inform the community Emergency Management Director (EMD) that the ERC is ready to open
- If food will be provided, check in with the local Board of Health (BOH) at Add Board of Health phone number here
- Do not exceed the occupancy permit for the building; check with the Fire Chief Add
   Fire Dept phone here
- Open the ERC.

The following system will be used to inform ERC staff/volunteers. Add your list of potential staff/volunteers to the appendix.

Phone tree
Email alert
Social media message
Direct phone call or email
Reverse 911 or similar town emergency phone system
Other

### **CLOSING THE ERC**



At the point when, it is safe for people to return home or the population at the ERC is very low, overnight accommodations are required, or the ERC is not able to operate for any reason; the ERC Manager in consultation with the Emergency Management Director will determine when it is feasible to close the ERC.

The following steps should be taken to deactivate the ERC:

- Work with Community Emergency Management Director or team to help make other options available, if needed.
- Notify media and social networks and residents though Reverse 911 about closure
- Arrange for transportation people who don't have transportation
- Debrief staff/volunteers to gather concerns and improvement ideas
- Clean up the ERC facility: set the space up the way it was found and note damage with photo backup.
- Provide the Emergency Management Director with documents: logs, completed registration forms, receipts, invoices, and time sheets

### PART 2: OPERATING THE ERC

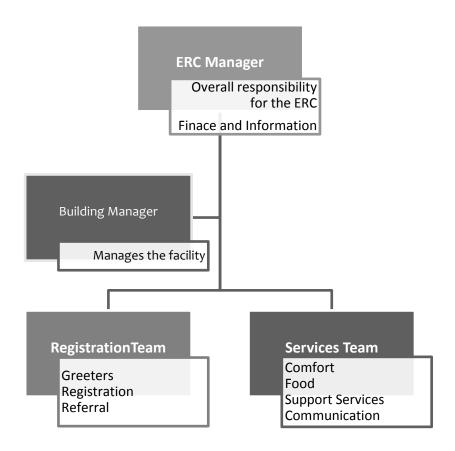


### THE ERC MANAGEMENT TEAM

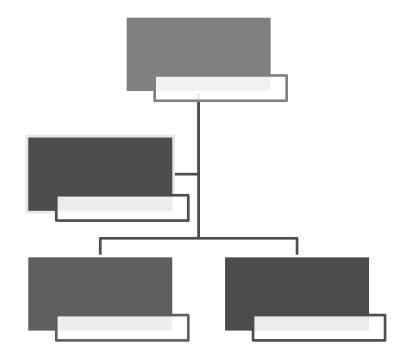
The ERC Manager will need support staff to run the ERC. There are four basic ERC functions:

- 1. Registration
- 2. Support services: e.g. providing food, water, charging stations, rest areas, first aid
- 3. Public information for patrons and staff/volunteers
- 4. Finance/Administration

Depending on how many people are at the ERC and the nature, duration and scope of the emergency, some additional supporting functions might include: volunteer/staff management; medical/first aid and behavioral health, and pet care. Below is a staffing chart example.



Add your own organizational chart in the hierarchy below. Use white spaces to add names.



### **ERC TASKS**

ERC Jobs are organized to:

- Welcome guests with compassion, reassurance, and calm
- Maintain a guest census and basic service records
- Ensure public safety, and provide basic comforts like water, bathrooms, and snacks if available
- Provide accurate, official messages to inform guests about the emergency situation that are age, culturally -and linguistically appropriate communication with respect to diverse languages and cultures
- Offer basic emotional and spiritual care through listening and responding with empathy and understanding
- Provide basic first aid as needed
- Provide accommodation for pets (optional)
   Maintain communication with local emergency management and community service organizations (if needed)

If the emergency event is small, you will no doubt be able to handle everything without much help. However in a larger emergency, it is good to be able to reach out to others for assistance.

There are many possible jobs within an ERC; however the following positions are usually found in a small operation. One person can be responsible for more than one job if practical, but no one should have to do more than they can. The job descriptions found in the <a href="Appendix">Appendix</a> include the tasks associated with the position, and should be helpful to someone who is not familiar with the job, to understand their duties.

- Emergency Rest Center Manager
- Registration Team Leader
- Services Team Leader
- Building Manager

If you are operating a large ERC you may need additional positions. Your local Emergency Management Director can help you develop these.

- Safety Officer
- Public Information Officer
- Finance Manager
- Logistics Manager
- Volunteer Manager
- Pet Manager

### **ERC Manager**

The ERC Manager is responsible for establishing, running and closing the ERC and management of ERC staff/volunteers to ensure the welfare of patrons, volunteers/staff. He/she establishes an ERC Management Team and holds regular meetings to co-ordinate the efficient and safe running of the ERC. He/she is the single point of contact with the Community Emergency Operations Center/Emergency Manager. Additionally, he/she maintains all financial records and pays for necessary goods and services, as approved by the ERC Manager.

Finally, in the absence of a Public Information Officer the ERC Manager handles media enquiries and ensures that ERC team members and patrons have the information they need.

### **Building Manager**

The Building Manager who is likely a member or staff already working at the facility, is responsible for the management of the ERC premises He/she is responsible for managing the impact of the use of the premises as an ERC, to manage meetings or events that need to be cancelled and for ensuring that the building is clean and operational. They work with ERC Manager and advise him/her of all potential health & safety issues.

### **Registration Team**

The Registration Team is responsible for greeting and logging everyone entering/leaving the ERC and establishing/recording their identity and any special needs, including monitoring for medical conditions that need immediate attention. This information may be shared with the community Emergency Operations Center (EOC) to co-ordinate information about people reported missing, people safely located and people involved in the incident. It also provides early identification of further need for support such as an overnight or medical shelter. Finally, if you need to contact a patron after they leave, you will have their information.

### Services Team

The ERC Services Team Manager is responsible for the operation of ERC services to meet the needs of patrons, including feeding and service animal care and provides a single point contact for all emergency services and friends/relatives enquiries. The Services Team seeks support from community agencies or EOC for non-acute medical care and the effects of trauma or other services not available at the ERC. Depending on the resources at the ERC, pets

may be allowed, but restricted to pets in carriers and service animals which by law are allowed in public buildings and emergency facilities.

Accurate, timely and relevant information can greatly reduce stress and anxiety, so it is essential to keep people informed about what is going on during their stay at the ERC. The Services Team provides consistent and accurate communication to patrons, including information about the ERC and its services and operating hours and news about the incident and how it is being handled. In addition, depending on the size and nature of the emergency, patrons will be interested in details about services that are being sought or provided for them, such as over-night shelters, information about loved ones, medical services, or other special needs services. This information can be provided using a notice board where schedules, updates, building maps, etc., can be posted. You may also want to make regular announcements.

### **ERC AREAS**

In considering the fit of your building for an ERC, check if the following are available. Even if your facility does not have all of them, using your facility might be very useful during small scale emergencies or for emergencies of a short duration.

Large parking area with access for buses
A large room or hall for a reception area
ADA compliant
Basic kitchen facility
Restrooms (accessible)
Office with phones, computer etc.
Back-up generator
Air conditioning

The type of areas required will depend on the type and scope of the emergency and the number and type of people who come to the ERC. The proposed setup should be flexible, depending on the needs of the people coming to the ERC. For instance, if there are no families, you will not need a family area or play area. You will generally need one large room for people to gather and if there are a lot of people, possibly several smaller rooms or areas for more specific purposes. Here is a list of possible rooms/areas.

### **Registration Area**

The welcome/reception area where people enter/leave the ERC.

- Begin or complete registration
- Provide welcome and information about ERC services/guidelines
- Record contact information details
- Identify support services people might need e.g. medical needs
- Record when patrons and staff/volunteers leave the ERC permanently

### Large Hall

The area where people will gather. Have charging stations for cell phones, chairs, tables, table for coffee/tea/water/snacks, games, books, TV, etc.

### **Family Room**

A separate room/area is set aside for families with children can minimize disruption for elderly and those who want a more settled environment, without children running around. The ERC is not a childcare facility and parents should be aware that they must supervise their children at all times.

### Play Room

An area/room with toys, coloring books, books, etc. to entertain young children. Again, parents/caregivers are responsible for their children at <u>all</u> times.

### Faith Room/Quiet/Praying/Meditation Area

A separate room for quiet activities, like reading, quiet contemplation or prayer or for those who just want some quiet space.

### First Aid

A private room/area for non-acute medical care, provided by the Medical Reserve Corps or other medical response agency.

- ERC Staff need to the phone number for an ambulance in case of a medical emergency
- People with suspected infectious disease, such as the flu should be kept out of the general areas or sent to a medical care facility
- Staff should be aware of the possibility of delayed shock, unreported injuries or other emergent medical needs.

### Staff Room

A separate room for staff to rest and get briefings out of view and hearing of ERC patrons.

### Administration

An office for general administration of the center with a phone, computer, printer etc. This could be combined with the staff break room, if it is large enough.

### **Pets**

People may arrive at the rest center with their pets. Determine if your center can accommodate them. Consider accepting pets in carriers. Your ERC must be willing to accept service animals, as stipulated by the Americans with Disabilities Act. The Disaster Animal Response Team (DART) may be available to assist. They have crates, food and other supplies. Perhaps a pet tent and area could be set up outside.

### PART 3: EQUIPMENT AND SUPPLIES

### **Food**

When the need for support lasts for more than a few hours, people at the ERC may need food and rest in addition to the coffee, tea and water you are providing. Some ERC's will be able to provide hot food, either in their facility, or in cooperation with another community of faith or volunteer organization such as the Salvation Army or American Red Cross.

Food must be prepared according to the State Food Code under the supervision of a person who is trained and knowledgeable in food safety. Having a Serve-Safe credential is a big plus. Check with your local Board of Health if you decide to provide more than coffee, tea, water and packaged snacks or dry baked goods.

Even small ERCs without cooking facilities, should consider providing non-perishable snacks and drinks.

### **Bedding**

ERCs are not overnight shelters. However a couple of cots and blankets might be useful, in case someone needs to lie down. If you don't have any, check with the Emergency Management Director, as most communities have cot supplies available.

### **Clothing and Personal Supplies**

Emergency clothing can be accessed at List location of emergency clothing.

People can leave the ERC to purchase personal supplies (if it is safe). The local Emergency Management Director or the American Red Cross may have personal hygiene kits available.

### **ERC Kit**

If you decide to host an Emergency Rest Center, it is a good idea to develop a kit for the purpose. Things to include might be:

- ERC Guide
- Stationary supplies: paper, pens, labels, scissors, stapler/staples, tape
- Registration forms
- Sign-in/out forms
- ID badges
- Flashlights
- ERC flyers
- Cards and other entertainment
- Toys, children's books
- Charging station/multi-plug outlets

### Signs

Your local Board of Health may have some signs you can use. Call them at: Add Board of Health phone number here.

Desk Signs	Wall Signs
<ul> <li>Information</li> </ul>	■ Arrows
<ul><li>Manager</li></ul>	<ul><li>Information</li></ul>
<ul><li>Reception</li></ul>	<ul> <li>Quiet Area</li> </ul>
	<ul><li>Playroom</li></ul>
	<ul><li>First Aid</li></ul>
	<ul><li>Pets</li></ul>
	<ul><li>Refreshments</li></ul>

### **FINAL THOUGHTS**

Remember, this template is only a guide. Please make it useful for your facility, capability, resources and energy. By being a part of the Emergency Rest Center system you become eligible for support and services not otherwise possible.

As you develop your ERC plans you will undoubtedly think of more creative ways to provide support at your Emergency Rest Center as well as to those in your faith community and the community at large. Thank you for your day-to-day actions in the service of others and for your willingness to support people in their time of need during an emergency.

### PART 4 APPENDICES

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### LIST OF RESOURCES ORGANIZATION NAME IS ABLE TO PROVIDE

To ensure that both local governments and faith communities have documented information about potential emergency response roles, this document includes important information about your emergency plan and proposed emergency response activities.

Nothing in this document commits your organization to do this work now or in the future. It is not a binding agreement, but rather a listing of what your organization might be able and willing to do during a significant local emergency, given the available resources of your organization at the time. Information in this document is considered private and non-public.

### **Suggested Process**

On the next pages, complete your contact information and check off any of the actions you plan to take.

After completing the list, work with your Emergency Management Director to review and revise as needed, so that you come to a mutual understanding.

**Please note:** Some of the action steps may require further planning by your organization. For example, if you agree that you could provide transportation/make deliveries, plan for.....

- which vehicle(s) will you use
- who will drive
- contact information of those you will support
- what purposes are you willing to provide transportation
- how far you willing to travel
- ensuring safe practices (including infection control)
- where you will get gas if there's a shortage
- Vehicle repair.

Faith Organization Information					
Organization Name					
Address					
Phone Number		Fax			
Organization website (if applic	able)				
Approximate size of congregation	tion				
Name of person responsible fo	or emergency planning				
Contact information		Home Phone			
Address		Work Phone			
Email		Cell Phone			
Name & Position	Daytime phone numbers	Evenings & Weekends	Email(s)		
1.	Office:	Phone:			
	Cell:	Cell:			
2.	Office:	Phone:			
	Cell:	Cell:			
3.	Office:	Phone:			
	Cell:	Cell:			

### Check potential areas where your organization could provide assistance with emergency preparedness and response.

Emergency Preparedness Action Steps	For our staff	For our members	For the greater community
Develop a preparedness plan for our organization			
Provide/Receive Personal & Family Emergency Preparedness Information prior to an emergency			
Provide/Receive CPR/First-Aid/Psychological First Aid trainings prior to an emergency			
Provide/Store medical equipment/medications to care for disabled/elderly			
Provide/Store other emergency supplies (food, water, first-aid supplies, batteries, diapers, etc.)			
Provide familial support for first responders (ex. adopting a fire station)			
Organize/Plan an Emergency Rest Center			

Emergency Response Acti	on Steps	
Offer use of your facility as space or staging area for emergency operations		
Operate an Emergency Rest Center (ERC)		
Cook and distribute meals out of your kitchen (you will need Board of Health permission for this type of activity)		
Check on vulnerable people		
Nurse commits to check on people's health (assist with keeping unnecessary people out of the healthcare system)		
Link available members willing to provide daycare to those in need (during a flu outbreak daycares may close)		
Assist with people who are in Isolation & Quarantine: check on people confined to their homes		
Educate and provide accurate emergency information		
Provide spiritual and emotional support		
Provide grief and loss support		
Use your facility as a shelter (temporary, overnight housing)		
Use your bus/vehicle for transportation or delivery		
Other (please specify)		
Nothing. (Our plan is to close during such an emergency.)		

### **EMERGENCY REST CENTER**

### MANAGER JOB DESCRIPTION AND TASKS

- Responsible for all aspects of ERC Management and Operations
- Coordinates all volunteers at the ERC
- Ensures the health and safety of all ERC volunteers and patrons
- Manages Finance and Administration
- Maintains connections with Emergency Management Director and provides ERC Situational Awareness/information
- Recommends all ERC expenditures
- Collects and maintains ERC Logs and Forms

Reports to	Contact Information
Emergency Management Director (EMD)	
Supervises	Collaborates with:
ERC Team Leaders: Registration, Services	Community Emergency Operation Center (EOC), Building Manager
Partner Agencies	Contact Information
MEMA Western Massachusetts	MEMA 24/7 call line 413-821-1500
MEMA State Emergency Operations Center (SEOC)	MEMA SEOC – 508-850-2000 – ESF 6 (sheltering desk)
Department of Public Health (DPH)	MEMA 24/7 call line 508850-2000– ESF 8 (medical desk) or or DPH 24/7 beeper at (617)339-8351
American Red Cross (ARC)	24 hour phone Pioneer Valley ARC Chapter: 413-737-4306
Western Mass. Medical Reserve Corps (MRC)	www.wmmrc.org
Boards of Health	
Local voluntary agencies	Call 2-1-1
Local faith community organizations	
Community Organizations Active in Disasters (COAD)	Including Disaster Animal Response Teams (DART) Units

### Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
☐ ERC Plan		
☐ Job Action Sheets for all positions (JAS)	JAS	
☐ ERC Standard Operating Guide and Rules/Routines	SOG	
Personnel Sign In/Out Time Sheets (FORM)	Forms Section	
Patron Registration (FORM)	Forms Section	
Resource Request (FORM)	Forms Section	
Expense Sheet (FORM)	Forms Section	
☐ Activity Log (FORM)	Forms Section	
☐ Equipment Recommendations	Radio, cell phone, laptop, printer,	
	internet, copier, camera, cables, power	Also may need signage
	strip, lights	

Initia	Planning Actions
□ De	etermine need for ERC with community Emergency Management Director (EMD)
Lia	aise with the building representative/manager to determine if ERC wishes to open
St	art the ERC Activity Log (FORMS)
☐ Work	with the Incident Public Information Officer (PIO) to develop appropriate guidance to the public concerning
locatio	n and operating hours
Initia	Response
□ De	esignate and activate volunteer / staff positions as needed
☐ Ch	neck in volunteer management staff as they arrive and distribute Job Action Sheets (JAS)
	onduct ERC walk-through to determine:
	Adequate space for all ERC functions
	Multiple rooms, areas available
	Safety/security issues/plans
	Working utilities or adequate backup
	Availability of parking
	Availability of food, rest areas for staff
	Internet access including Wi-Fi or "hot spot"
	Communication capabilities , including phones
☐ Er	sure set up the ERC areas, as needed:
	Registration: Welcome, triage, orientation, information, registration, phone center and message center
	Large Hall with First Aid area
	Family Room/Play Room
	Quiet/Faith Room
	Staff Room
	Administration/Data Management: Documents, Activity Logs, Volunteer Time, Volunteer Records, Forms,
	Expenses
□ Но	old initial management staff briefing:
	Thank volunteers/staff for their service
	Brief on situational awareness and safety
	Brief on ERC set-up
	Distribute JAS Job Action Sheets and Activity Logs
De	etermine the extent of safety needs for ERC operations
	Address life safety issues for the facility during the pre-occupancy inspection. Document all repairs and
	actions.
	Make sure all exits are clearly marked.
	Limit the number of entrances and exits to control who enters and exits the facility. Unused doors should be
	marked "for emergency use only", but exits CANNOT be blocked. Work with the fire marshal to make sure
	restricted entrances/exits are not used, except in emergencies.
	In the case of hurricane, tornados, or high winds, make sure that doors and windows remain closed. Failure to
	follow these procedures can cause a building to fail and suffer structural damage, even if it is built to storm
	shelter standards.
	onfirm ERC set-up with the Emergency Management Director

EF	C Operations
	Monitor staff for "burn-out"
	□ Provide for staff breaks and rest periods
	Monitor ERC operations for safety and address safety issues as they occur
	Finance and Administration
	□ Documentation: Data management system both paper and electronic
	☐ Maintain financial records, receipts and invoices
	☐ Maintain volunteer/staff hours
	Information
	□ Connects with Emergency Management Director to maintain Situational Awareness
	□ Provides Status updates and news to ERC
	□ Talks to the media, if needed.
	Staff Briefings: Hold shift change briefings with management staff and collect Activity Logs/documentation:
	☐ Situational updates
	Collect/distribute Forms: Job Action Sheets: Activity Logs; Expense Sheets, etc.
	☐ Emphasize the importance of documenting everything
	□ Sign in/out staff
	☐ Discuss needs or concerns for the next shift
П	Registration Desk:
	☐ <b>Greeters:</b> Make each person feels welcomed
	□ <b>Registration:</b> Ensure all required FORMS are completed and distribute ERC ID badge; message board
	Referral (as needed) to other support services: social services, medical services, chaplaincy
	□ Forms/Lists:
	<ul> <li>Personnel Sign-in Sheets FORMS</li> <li>Registration FORM</li> </ul>
	<ul> <li>Rules and Routines LIST</li> <li>Contact/Referral LIST</li> </ul>
	Data Management: Documentation logs of all actions, volunteer time, volunteer records, forms, expenses
	Services Desk:
	□ Food
	☐ Transportation: Coordinate and arrange safe transportation for volunteers if needed
	□ First Aid
	□ Social Services
	□ Pets □ Facility Maintenance/Sanitation
	Ensure adequate staffing for the upcoming shifts
	<u> </u>
	AC Closing  Monitor for safety
	Debrief Staff and collect ideas for improvement and what went well
	Remove and store safety signage and safety equipment
	Assist with clean up and equipment return
	Refresh (clean and sanitize facility and equipment)
	Repair (if practical)
	Replace furniture and equipment to its original location
	<ul><li>Return (borrowed equipment)</li><li>Remove trash</li></ul>
	<ul> <li>□ Remove trash</li> <li>□ List any damage and take photos</li> </ul>

Conduct facility closing walk-through with facility manager/representative
Turn in all logs, registration forms, expenditure/invoices/receipts to supervisor; send to EMD
Participate in the After Action Report process, including identification of areas for improvement

### **EMERGENCY REST CENTER**

### **BUILDING MANAGER JOB DESCRIPTION AND TASKS**

- Responsible for all aspects of maintaining and operating the ERC building
- Works with the ERC Services Desk to ensure an adequate, safe space with appropriate utilities and cleanliness
- Helps the ERC Manager maintain safe, secure operations

Reports to	Contact Information
ERC Manager	
Supervises	Collaborates with:
Building Management Staff	Everyone
Partner Agencies	Contact Information
MEMA Western Massachusetts	
MEMA State Emergency Operations Center (SEOC)	MEMA SEOC – 508-850-2000– ESF 6 (sheltering desk)
Department of Public Health (DPH)	MEMA 24/7 call line 508-850-2000– ESF 8 (medical desk)
American Red Cross (ARC)	24 hour phone Pioneer Valley ARC Chapter: 413-737-4306
Western Mass. Medical Reserve Corps (MRC)	www.wmmrc.org
Boards of Health	
Local voluntary agencies	Call 2-1-1
Local faith community organizations	
Community Organizations Active in Disasters (COAD)	Including Disaster Animal Response Teams (DART) Units

### Forms, Protocols, and Other Resources

ltem	Description/Notes	Quantity/Location
☐ ERC Building Manager Job Action Sheet (JAS)	JAS	
Activity Log (FORM)	Forms Section	
☐ Expense Sheet (FORM)	Forms Section	
Equipment Recommendations	2 toilets; backup power, internet, phone, heat, air conditioning	
Initial Planning Actions		
☐ Work with ERC Manager to set up and mair	ntain building operations	
Start the ERC Building Activity Log (FORMS)		
Initial Response		
☐ Designate and activate volunteer / staff pos	sitions as needed	
☐ Check in Building Management staff as they arrive and distribute Job Action Sheets (JAS)		rs (JAS)
Conduct a Risk Assessment of the building	to ensure ready for ERC use.	

	Hold initial management staff briefing:
	☐ Thank volunteers/staff for their service
	☐ Brief on situational awareness and safety
	□ Brief on ERC building operations
	□ Distribute JAS Job Action Sheets and Activity Logs
	Confirm ERC with ERC Manager that building is ready for use as an ERC
ER	C Building Manager Operations
	Monitor staff for "burn-out"
	□ Provide for staff breaks and rest periods
	□ Report any concerns to the ERC Manager
	Monitor ERC Building operations for safety and address safety issues as they occur
	Hold shift change briefings with ERC Building staff and collect Activity Logs/documentation:
	□ Situational updates
	□ Collect/distribute Forms: JAS; Activity Logs; Expense Sheets, etc.
	☐ Emphasize the importance of documenting everything
	□ Sign in/out staff
	☐ Discuss needs or concerns for the next shift
	Charging Stations
	□ Check outlets for proper ground
	Internet/Phone
	□ Provide phone and internet if possible
	Building Maintenance: Coordinate with ERC Services Desk
	☐ HVAC should be able to maintain a comfortable temperature during operating periods
	☐ Sanitary facilities: should have at least 2 toilets/sinks for Patrons to use. Check hourly for cleanliness/supplies
	☐ Trash should be collected at least twice a day
	☐ Back-up Power generators are a plus
	□ Secure building when not in use
	Expenses
	□ Document all expenses associated with the ERC operations
	□ Submit Expense Documentation to ERC Manager
	□ Obtain permission from the approving authority for unusual expenditures
	Document any accidents or repairs.
	Ensure adequate staffing for the upcoming shifts
EF	RC Closing
	Monitor for safety
	Debrief Staff and collect ideas for improvement and what went well
	Remove and store safety signage and safety equipment
	Assist with clean up and equipment return
	□ Refresh (clean and sanitize facility and equipment)
	□ Repair (if practical)
	☐ Replace furniture and equipment to its original location)
	□ Return (borrowed equipment)
	☐ Remove trash and List any damage and take photos
	Conduct facility closing walk-through with facility manager/representative

Turn in all logs, registration forms, expenditure/invoices/receipts to supervisor and who will send to
Emergency Management Director (EMD)
Participate in the After Action Report process, including identification of areas for improvement

### **EMERGENCY REST CENTER** REGISTRATION DESK JOB DESCRIPTION AND TASKS Responsible for all aspects of ERC welcome, orientation, and registration Makes people coming to the ERC feel welcome Ensures completion of all Registration FORMS Provides patrons with ERC ID badge Distributes copies of the ERC Rules and Routines and answers questions Assesses incoming patrons regarding special needs including medical, behavioral health, language etc. Escorts patrons to the service area and describes available facilities and services **Contact Information** Reports to **ERC Manager Supervises** Registration Team staff Contact Information Partner Agencies 24 hour phone Pioneer Valley Chapter: 413-737-4306 American Red Cross (ARC) (617) 542-5420 Salvation Army Western Mass. Medical Reserve Corps (MRC) www.wmmrc.org Call 2-1-1 Local voluntary agencies Other Faith Community Groups Forms, Protocols, and Other Resources **Description/Notes Quantity/Location** Item ☐ Job Action Sheets for ERC Registration Desk JAS Registration Forms (FORM) Forms Section ☐ Sign In/Out Time Sheets (FORM) Forms Section ☐ Rules and Routines (FORM) Forms Section ☐ Activity Log (FORM) Forms Section ☐ Equipment Recommendations Radio, phone bank, cell phone, laptop with internet, printer, copier, scanner, camera, message board, signs **Initial Planning Actions** Set-up Registration Desk with the ERC Manager Start the ERC Registration Desk Activity Log (FORMS) Set-up message board П **Initial Response** Check in registration staff as they arrive, distribute Job Action Sheets (JAS), provide training Hold initial staff briefing and distribute Activity Logs, Resource Request forms Determine the extent of safety needs for the registration desk

	ERC Registration Desk setup:
	☐ Adequate space, table, chairs, lighting for welcome and orientation
	□ Adequate phone system; answering area
	□ Safety/security; directional signage
	☐ Adequate supplies: FORMS, pencils, staplers, folders, markers
	☐ Message board and handouts
	Confirm Registration Desk set-up with ERC Manager
Da	ily ERC Registration Operations
	Monitor staff for "burn-out" and inappropriate behavior.
	□ Provide for staff breaks and rest periods
	□ Report any concerns to the ERC Manager
	Hold shift change briefings with staff and collect Activity Logs:
	□ Situational updates
	□ Collect/distribute Forms: JAS; Activity Logs; Expense Sheets, etc.
	☐ Emphasize the importance of documenting everything,
	□ Sign in/out staff
	☐ Discuss needs or concerns for the next shift
	□ Create update for ERC Manager
	Monitor ERC Registration operations for safety and address safety issues as they arise
	Ensure ERC Registration Desk Operations:
	Welcome: Make each volunteer feel valued
	Orientation: Provide information about the ERC Services
	Message Center: Maintain a message board
	Registration: Ensure all required FORMS are completed
	<b>Assessment:</b> Determine special needs of patrons, including medical, behavioral health, language, pets etc.
	Provide patrons with ERC ID badge
	Forms/Lists:
	<ul><li>□ Personnel Sign-in Sheets FORMS</li><li>□ Registration FORM</li></ul>
	□ Rules and Routines LIST
	□ Contact/Referral LIST
	<b>Data Management:</b> Documentation logs of all actions, volunteer time, volunteer records, forms, expenses
	Coordinate with ERC Manager to ensure adequate staffing for upcoming shifts
Re	gistration Closing
	Monitor demobilization for safety
	Address safety issues as needed
	Remove and store safety signage and equipment
	Assist with clean up and equipment return
	Turn in all logs to supervisor or ERC Manager
	Participate in the After Action Report process, including identification of areas for improvement

EMERGENCY REST CENTER		
SERVICES DESK: JOB DESCRIPTION AND TASKS		
Responsible for all aspects of ERC Services		
Listens and provides comfort; makes people feel welcome; answers questions		
Reinforces ERC Rules and Routines		
Works with the Building Manager to ensure an adequate, safe space with appropriate utilities and cleanliness		
Works with Registration Desk and local emergency management to provide patrons with needed support services		
Ensures adequate support services such as food, water, rest areas, charging stations, heat, air, sanitation, etc.		
Ensures communications systems such as phones and internet		
Connects Patrons who may require additional support services, including psychological, with social support services		
Reports to	Contact Information	
ERC Manager		
Supervises	Collaborates with:	
ERC Services Team/volunteers	Registration, Building Manager, Emergency Management Director (EMD), Community Emergency Operation Center (EOC)	
Partner Agencies	Contact Information	
MEMA Western Massachusetts		
MEMA State Emergency Operations Center (SEOC)	MEMA SEOC – 508-850-2000– ESF 6 (sheltering desk)	
Department of Public Health (DPH)	MEMA 24/7 call line 508-850-2000– ESF 8 (medical desk)	
American Red Cross (ARC)	24 hour phone Pioneer Valley ARC Chapter: 413-737-4306	
Western Mass. Medical Reserve Corps (MRC)	www.wmmrc.org	
Boards of Health		
Local voluntary agencies	Call 2-1-1	
Local faith community organizations		
Community Organizations Active in Disasters (COAD)	Including Disaster Animal Response Teams (DART) Units	
Forms, Protocols, and Other Resources		
ltem	Description/Notes	Quantity/Location
ERC Services Desk Job Action Sheet (JAS)	JAS	
☐ ERC Rules and Routines LIST	SOG, Rules and Routines, Lists	

## | ERC Services Desk Job Action Sheet (JAS) | JAS | | ERC Rules and Routines LIST | SOG, Rules and Routines, Lists | | Activity Log (FORM) | Forms Section | | Region 1 Food and Water SOG | Details safe food operation protocols | | Equipment Recommendations | Coffee pot, tea kettle, refrigerator, hand sanitizer, soap and paper towels, microwave, cleaning supplies, personal care products such as diapers, garbage bags, games, etc., signs

In	nitial Planning Actions							
	Set-up Services Desk with the ERC Manager							
	Liaise with the Building Manager to maintain building operations							
	Start the ERC Services Desk Activity Log (FORMS)							
In	Initial Response							
	Designate and activate volunteer / staff positions as needed							
	Check in Services Desk staff as they arrive and distribute Job Action Sheets (JAS)							
	Ensure set up the ERC Service areas, as needed:							
	□ Snack/Drinks Area with hot/cold drinks and snacks							
	□ Family Room/Play Room							
	☐ Quiet Rest Area with cots							
	☐ Faith Room							
	☐ First Aid Kit location							
	□ Staff Room							
	□ Electrical Recharging Areas							
	□ Internet Access							
	□ Phones							
	□ Pets/Service Animals							
	□ Information table, board as needed							
	Hold initial management staff briefing:							
	□ Thank volunteers/staff for their service							
	☐ Brief on situational awareness and safety							
	□ Brief on ERC set-up							
	□ Distribute JAS and Activity Logs							
	Confirm ERC Services Desk set-up with the ERC Manager							
El	RC Service Desk Operations							
	Monitor staff for "burn-out"							
	□ Provide for staff breaks and rest periods							
	□ Report any concerns to the ERC Manager							
	Monitor ERC operations for safety and address safety issues as they occur							
	Hold shift change briefings with ERC Services staff and collect Activity Logs/documentation:							
	□ Situational updates							
	□ Collect/distribute Forms: JAS; Activity Logs; Expense Sheets, etc.							
	☐ Emphasize the importance of documenting everything							
	□ Sign in/out staff							
	□ Discuss needs or concerns for the next shift							

Ш	Food
	<ul> <li>Check in with the local Board of Health if you are providing more than coffee/tea, cold drinks and commercial snacks</li> </ul>
	☐ Make sure you provide hand-washing facilities with soap and paper towels
	□ Provide hand sanitizer if you can and encourage everyone to use it.
	☐ Provide disposable gloves for staff to use
	□ Provide a microwave for hot soup if you can
	☐ A refrigerator is useful for keeping cold things cold, especially in hot weather
	☐ Discard any leftover hot/cold foods after 4 hours at room temperature
	☐ If using re-usable utensils and plates, please wash in a hot dishwasher or use bleach to disinfect
	□ Dried soups that can be heated in a microwave at any time
	Supplies
	□ Drinking water
	□ Coffee, tea, sweetener, creamer
	□ Commercial snacks that don't need refrigeration
	□ Fresh fruit such as apples
	□ Personal Sanitary Supplies
	□ Soap and paper towels
	☐ Disposable gloves and hand sanitizer
	□ Unscented bleach
	□ Can opener
	□ Dish soap
	□ Paper plates, disposable cutlery, paper napkins, paper cups
	□ Others
	Transportation
	Transportation  ☐ Coordinate and arrange safe transportation for patrons and volunteers if needed
	Transportation  ☐ Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid
	Transportation  ☐ Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid  ☐ Provide a First Aid kit and disposable gloves for the use of Patrons
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need.
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need. Monitor for patrons who have not registered
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need. Monitor for patrons who have not registered  Social Services
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need. Monitor for patrons who have not registered  Social Services Call 2-1-1 with questions
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need. Monitor for patrons who have not registered  Social Services Call 2-1-1 with questions Many COADs are registered with 2-1-1
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need. Monitor for patrons who have not registered  Social Services Call 2-1-1 with questions Many COADs are registered with 2-1-1 Connect patrons with social service or emergency management services
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need. Monitor for patrons who have not registered  Social Services Call 2-1-1 with questions Many COADs are registered with 2-1-1 Connect patrons with social service or emergency management services  Pets and Service Animals
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need. Monitor for patrons who have not registered  Social Services Call 2-1-1 with questions Many COADs are registered with 2-1-1 Connect patrons with social service or emergency management services
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need. Monitor for patrons who have not registered  Social Services Call 2-1-1 with questions Many COADs are registered with 2-1-1 Connect patrons with social service or emergency management services  Pets and Service Animals Service animals should be allowed in all public buildings, if their owner can properly maintain/control them
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need. Monitor for patrons who have not registered  Call 2-1-1 with questions Many COADs are registered with 2-1-1 Connect patrons with social service or emergency management services  Pets and Service Animals Service animals should be allowed in all public buildings, if their owner can properly maintain/control them Pets should be in carriers at all times
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need. Monitor for patrons who have not registered  Social Services Call 2-1-1 with questions Many COADs are registered with 2-1-1 Connect patrons with social service or emergency management services  Pets and Service Animals Service animals should be allowed in all public buildings, if their owner can properly maintain/control them Pets should be in carriers at all times Patrons are responsible for providing food and other services for their pets and service animals
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need. Monitor for patrons who have not registered  Social Services Call 2-1-1 with questions Many COADs are registered with 2-1-1 Connect patrons with social service or emergency management services  Pets and Service Animals Service animals should be allowed in all public buildings, if their owner can properly maintain/control them Pets should be in carriers at all times Patrons are responsible for providing food and other services for their pets and service animals Patrons should take larger pets to an Animal Shelters
	Transportation Coordinate and arrange safe transportation for patrons and volunteers if needed  First Aid Provide a First Aid kit and disposable gloves for the use of Patrons  Care and Conversation Someone to listen, along with a warm drink, is often all that people under stress need. Monitor for patrons who have not registered  Social Services Call 2-1-1 with questions Many COADs are registered with 2-1-1 Connect patrons with social service or emergency management services  Pets and Service Animals Service animals should be allowed in all public buildings, if their owner can properly maintain/control them Pets should be in carriers at all times Patrons are responsible for providing food and other services for their pets and service animals Patrons should take larger pets to an Animal Shelters Coordinate with DART (Disaster Animal Response Team)
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Ш	Int	ernet/Phone
		Provide phone and internet if possible
		Encourage everyone to share time so the system is not overloaded
		People who are using electronic media should use head phones
	Bu	ilding Maintenance: Coordinate with Building Manager
		HVAC should be able to maintain a comfortable temperature during operating periods
		Sanitary facilities: should have at least 2 toilets/sinks for Patrons to use. Check hourly for cleanliness/supplies
		Trash should be collected at least twice a day
		Back-up power generators are a plus
	Ga	mes/Recreation
		Children must be supervised by a parent at ALL times
		Cards, books, board games
		Outside activities if supervised by a parent
	Ensure	adequate staffing for the upcoming shifts
	ERC C	losing
		onitor for safety
	Мо	3
	Mo De	onitor for safety
	Mo De Re	bnitor for safety brief Staff and collect ideas for improvement and what went well
	Mo De Re	brief Staff and collect ideas for improvement and what went well move and store safety signage and safety equipment
	De Re As	bnitor for safety brief Staff and collect ideas for improvement and what went well move and store safety signage and safety equipment sist with clean up and equipment return
	Mo De Re As	brief Staff and collect ideas for improvement and what went well move and store safety signage and safety equipment sist with clean up and equipment return Refresh (clean and sanitize facility and equipment)
	Mo De Re As	brief Staff and collect ideas for improvement and what went well move and store safety signage and safety equipment sist with clean up and equipment return Refresh (clean and sanitize facility and equipment) Repair (if practical)
	Mc De Re As	brief Staff and collect ideas for improvement and what went well move and store safety signage and safety equipment sist with clean up and equipment return Refresh (clean and sanitize facility and equipment) Repair (if practical) Replace furniture and equipment to its original location)
	Mo De Re As	brief Staff and collect ideas for improvement and what went well move and store safety signage and safety equipment sist with clean up and equipment return Refresh (clean and sanitize facility and equipment) Repair (if practical) Replace furniture and equipment to its original location) Return (borrowed equipment)
	Mo De Re As	brief Staff and collect ideas for improvement and what went well move and store safety signage and safety equipment sist with clean up and equipment return Refresh (clean and sanitize facility and equipment) Repair (if practical) Replace furniture and equipment to its original location) Return (borrowed equipment) Remove trash and List any damage and take photos
	Mo De Re As.	brief Staff and collect ideas for improvement and what went well move and store safety signage and safety equipment sist with clean up and equipment return Refresh (clean and sanitize facility and equipment) Repair (if practical) Replace furniture and equipment to its original location) Return (borrowed equipment) Remove trash and List any damage and take photos Induct facility closing walk-through with building manager/representative

### FORMS

**ERC Description/Summary** 

Registration

**Rules and Routines** 

Sign-In Sheet

Resource Request

Expense Tracking

Activity Log

Press Releases: ERC Opening and Closing

Partner Contact Information

# **EMERGENCY REST CENTER DESCRIPTION** Fill in the form below and send to your Emergency Management Director □ Local Primary **LOCATION NAME:** ☐ Local Alternate Address **Building Owner Contact Information** Location Capacity (Number of people sheltered per 20 sq. ft. and 40 sq. ft.) **Emergency Management Director Contact Information** Police Chief Contact Information Fire Chief Contact Information Board of Health Contact Information Location of Floor Plans Date of most recent ERC survey NSS ARC Shelter Number Location of MOU Memo of Understanding for facility use as a local/regional ERC Identify the strengths of this location Identify the problems and areas of concern for this location Other:

EMEF	RGENCY REST CEN	TER REGISTRATION FORM				
Date/Time Enter:		ERC Registrar:				
Date/Time Leave:		Notes:				
Name of Person Registering:						
Family Members Registering:						
DO YOU HAVE A MEDICAL OR SA	AFETY CONCERN OR ISSUE	ERIGHT NOW? If yes, STOP and call for assistance NOW! Or Call				
CONTACT INFORMATION:		011				
Name:		Day Phone:				
Home (local) Address:		Evening Phone:				
,		Cell Phone:				
Date of Birth:	Gender: M F	Employer:				
Emergency Contact:		Relationship:				
Emergency Contact Phone:		Alternate Phone:				
Backup Contact:		Backup Relationship:				
Backup Phone		Special Instructions:				
Medical Provider Information:						
Do you have any medical Issues	☐ Yes ☐ If yes, please	e explain:				
Do you bring a pet/service anim	al 🗌 Yes 🗌 No 🔝 If yes	s, please explain:				
Special accommodations/reque	Special accommodations/requests:					
Actions taken/referrals:						

	RULES AND ROUTINES
Welcome	We hope your stay here will be as pleasant as possible under the circumstances. Our first priority is your safety and our Rules and Routines are designed to protect everyone
Registration	Please <b>sign in</b> at the Registration area, if you have not already done so. Registration is required so we can provide adequate services. All registration information is kept strictly confidential. <b>Sign out</b> every time you leave.
News and Information	Rest Center information, weather and news updates, and other information will be posted on the message board near the main entrance every day.
Smoking	We are NOT allowed to smoke or use matches, candles or lighters inside the Rest Center. The designated smoking area is outside
Alcohol, Drugs, Weapons	Possession or use of alcohol or illegal drugs is not permitted in any part of our Rest Center. No weapons of any kind are allowed. "For the safety of everyone, please keep your medications with you at all times."
Personal Belongings	We cannot assume any responsibility for your belongings. We recommend that valuables remain elsewhere or out of sight. If that is impossible, keep valuables with you at all times.
Pets	We understand that your pets are very important to you. Pets are not allowed in our ERC except in a carrier. Pets should be housed in the designated Animal Shelter.  Owners of service animals are responsible for their care at all times.
Children	Parents are responsible for their children at all times. Please keep track and control of your children and their actions. Do not leave them unattended.
Medical Problems/Injuries	If you have a serious medical condition, please contact Rest Center staff immediately. Our Rest Center is not set-up to treat medical conditions, but we will get you help.
Volunteering to help	ERC patrons are encouraged to help run the ERC. Many jobs do not require special training and will make everyone more comfortable. Please see the ERC staff if you are willing to help.
Telephones	Please be considerate when using any phones in the ERC. Please understand that some telephones are reserved for staff and cannot be used for personal calls.
Problems/Complaints	Please direct all comments/concerns about the ERC to the ERC Manager.
Housekeeping	You are a guest in our Rest Center. Please help us to keep it clean and safe. Pick up after yourself and help us with the cleaning when you can.
Food Schedule	Snacks and drinks are available at all times in the snack area.
Restricted Areas	Please observe any restrictions or limited access areas.
Electrical Outlets	Please share electrical outlets when they are available for charging, etc. Medical needs come first. Any problems should be reported to the Rest Center Manager
News Media	News media often visit shelters during disaster operations. Media are allowed to enter the Rest Center and to request interviews or photographs. If approached, you have the right to refuse permission for a photo or interview. Please report problems to the ERC Manager.

### CHECK-IN/CHECK-OUT FORM

Date	Name/Identification Number	Reason For Leaving	Sign In Time	Sign Out Time	Staff Initial

RESOURCE REQUEST FORM							
1. Incident Name:				Н	low to us	e this fo	rm.
2. Date:			Purpose: request	To tra	nsmit an	y person	nel or resource
3. Operation	al Period	4. Time	When to o	-	-	time duri	ing the
5. Station:			Complete	d By:	Any Shel	ter Staff	
6. Prepared by: Name Position:			Approved	l By: E	ERC Mana	iger	
7. Approved	by:		Send to: E	ERC N	lanager		
Resource Order (completed by requestor)		Order Status (Completed by Logistics)		eted by			
Quantity	Quantity Detailed item description		n	arri	quested val date time	Order #	Final Disposition
Notes:							
ERC Manage			Date / Ti	me:			

COST TRACKING AND FINANCE FORM						
		1				
Date:	Prepare	ed by:				
Time:						
Purchases	Purchases					
BEGINNING BALANCE \$						
Item	Quantity	Unit Cost	Purchased From	Total Cost		
TOTAL PURCHASED TO DATE \$						

ACTIVITY LOG						
ACTIVITY LOG						
1. Incident Name	1. Incident Name 2. Operational Period (Date/Time)					
	From: To:	,			UNIT LOG	
	110111.				ICS 214-CG	
3. Unit Name: Registration, Manager	Services, Building Manager, ERC	4. Unit Leader (Name)				
5. Personnel Assigned						
NAME	POSITION			HOME BASE		
					_	
					_	
6. Activity Log						
TIME		MAJOR EVENTS				
7 Prepared by:		Data/Tim	•			
7. Prepared by: Date/Time						

#### PRESS RELEASES

Here you will find two press releases—one for opening and one for closing the ERC.

NOTE: All press releases must first be approved by the ERC Manager and/or Incident Commander before releasing.

### NEWS RELEASE ON ERC OPENING

### For Immediate Release Day and Time

**Contacts:** 

**NOTICE OF EMERGENCY REST CENTER OPENING**, Community Name, in response to the Name of Emergency, has decided to open the Emergency Rest Center (ERC) housed at Name of Faith Group.

The facility will be open and ready for residents as of Date and Time, located at Street Address. The Emergency Rest Center will be open every day until further notice from Opening Time to Closing Time to

The following services will be available:

List Services

**List Services** 

List Services

The facility is wheelchair accessible.

No identification is required to visit the ERC.

List information related to pets... e.g. must be in a crate, no pets allowed (except service animals)

Add information about how to handle the specific emergency

For more information about the Name of Emergency please use the following websites and phone hotlines. Do not call 911, unless there is a life-threatening emergency requiring police, fire or ambulance services.

Websites:

Emergency phone hotlines: Click here to enter text; e.g. MASS 211

### NEWS RELEASE ON ERC CLOSING

### For Immediate Release Day and Time

**Contacts:** Add name and phone number

#### NOTICE OF EMERGENCY REST CENTER CLOSING

Community Name—Because of changing conditions, the Emergency Rest Center (ERC) set up because of the Type of Emergency will be closing at Day and Time

The Emergency Rest Center that is closing is located at Name of Faith Group, at Address.

Add information about how to handle the emergency

For more information, please use the following websites and phone hotlines. Do not call 911, unless there is a life-threatening emergency requiring police, fire or ambulance services.

#### Websites:

Many thanks to Faith-Based Organization for hosting the Emergency Rest Center and to volunteers, first responders and emergency managers for their support.

### Partner Contact Information ROLE/ORGANIZATION NAME **PHONE EMAIL Emergency Mgmt. Director Chief Elected Official** Town Manager/Administrator Local Board of Health (BOH) **Local Fire Department/EMS** Fire Chaplain **Local Police Department Animal Control Officer Local Town/City Accountant Department of Mental Health** 413-587-6265 **Department of Social Services** 800-841-2692 **Department of Public Health** 413-586-7525 Hospital **Poison Control Center** 800-222-1222 Emergency: 800-321-6742 **Local Voluntary Organizations** Medical Reserve Corp (MRC) Community Emergency Response Team (CERT) Disaster Animal Response Team (DART) American Red Cross (ARC) Salvation Army Rotary Lions **Community Organizations** Active in Disaster (COAD) Other Communities of Faith Mass 211: for listing of health and human service agencies **Media Channels Business Association/ Chamber of Commerce**

## ACRONYMS

ARC	American Red Cross
COAD	Community Organizations Active in Disaster
CORI/SORI	Criminal/Sexual Offender Record
DART	Disaster Animal Response Team
EMD	Emergency Management Director
EOC	Emergency Operations Center
ERC	Emergency Rest Center
ESF	Emergency Support Function
HVAC	Heating Ventilation Air Conditioning
ICS	Incident Command System
JAS	Job Action Sheet
LHD	Local Health Department
MAA	Mutual Aid Agreement
MACC	Multi-Agency Coordinating Center
MEMA	Massachusetts Emergency Management Agency
MRC	Medical Reserve Corps
PIO	Public Information Officer
PPE	Personal Protective Equipment: e.g. gloves, masks
LEPC/REPC	Local/Regional Emergency Planning Committee

## FORMS IN THE ERC PLAN

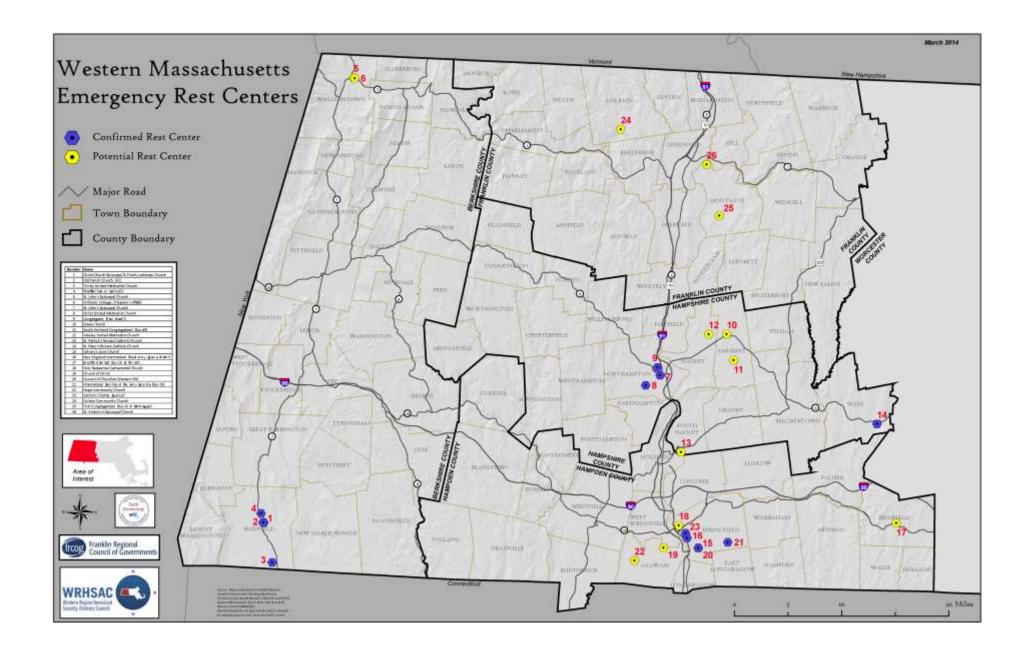
Forms	Job Action Sheets
Activity Log	ERC Manager
Check-in-check –Out Form	ERC Building Manager
Cost Tracking and Finance Form	Registration Desk
Emergency Rest Center Description	Services Desk
Flyer about the ERC	
News Release ERC Closing	
News Release: ERC Opening	
Partner Contact Information	
Registration Form	
Resource Request Form	
Rules and Routines	

## OTHER RESOURCES

Local Emergency Management Director	Your partner
Local Health Department/Board of Health	Food, health, may have shelter supplies, PPE
Local Regional Emergency Response Committees	Volunteers
Medical Reserve Corps (MRC)	
Disaster Animal Response Team	
Community Emergency Response Team (CERT)	
American Red Cross	
Salvation Army	
Other Faith Groups or Emergency Response Chaplains	

## FAITH BASED REST CENTERS IN WESTERN MASSACHUSETTS

				· · · · · · · · · · · · · · · · · · ·	
Church of Christ	84 Reed St	Agawam	01001	Rev Gareth Flannery	Potential
Grace Church	14 Boltwood Ave	Amherst	01002		Potential
South Amherst Congregational Church	1066 S East St	Amherst	01002		Potential
Trinity United Methodist Church	1156 Ashley Falls Rd	Ashley Falls	01222	Rev. Kenneth Phesay	Confirmed
Brimfield United Church of Christ	20 Main St	Brimfield	01010	Rev Ian Lynch	Potential
Colrain Community Church	306 Main Rd	Colrain	01340	Pastor Bob Szafran	Potential
Hope Community Church	152 S Westfield St	Feeding Hills	01030	Pastor Brad Peterson	Potential
Wesley United Methodist Church	98 N Maple St	Hadley	01035		Potential
First Congregational Church of Montague	4 North St	Montague	01351	Rev. Barbara Turner DeLisle	Potential
St. Andrew's Episcopal Church	2 Prospect St	Montague	01376	Rev. Marnie Keator	Potential
Christ United Methodist Church	271 Rocky Hill Rd	Northampton	01060	Rev. Bruce Arbour	Confirmed
Congregation B'nai Israel	254 Prospect St	Northampton	01060		Confirmed
St. John's Episcopal Church	48 Elm St	Northampton	01060	Rev. Cat Munz	Confirmed
St. Patrick's Roman Catholic Church	30 Main St	S Hadley	01075	Fr. Thomas Shea	Potential
Christ Church Episcopal & Trinity Lutheran Church	180 Main St	Sheffield	01257	Rev. Annie Ryder	Confirmed
Old Parish Church, UCC	125 Main St	Sheffield	01257	Rev. Jill Graham	Confirmed
Sheffield Senior Center	25 Cook Rd	Sheffield	01257	Dir. John-Arthur Miller	Confirmed
Calvary's Love Church	19 Oakland St	Springfield	01101	Rev. Juan Feliciano	Potential
Catholic Charties Agency	65 Elliot St	Springfield	01105	Kathryn Buckley- Brawner	Confirmed
Council of Churches Western MA	39 Oakland St	Springfield	01108	Archbishop Timothy Paul	Confirmed
Holy Redeemer Catheredral Church	38 Prospect St	Springfield	01107-	Bishop Leanard Naylor	Potential
International Basilica of the Holy Apostle Church	1602 Allen St	Springfield	01101	Minister Willie Wright	Confirmed
New England International Chaplaincy Iglesia Order	130 Union St	Springfield	01105	Pator Ronny Sanchez	Confirmed
St. Mary's Roman Catholic Church	60 South St	Ware	01082	Fr. Jeffery Ballou	Confirmed
St. John's Episcopal Church	35 Park St	Williamstown	01267	Rev. Peter Elvin	Potential
Williams College, Chaplain's Office	Paresky Center, 39 Chapin Hall Dr	Williamstown	01267	Chap. Bilal Ansari	Potential



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