

SHELTER AGENCY PROFILE

1. Disaster Mission Statement:

In the event of a major disaster in our local community, our mission is to continue to provide safe shelter to those that need, 24 hours a day. During disasters, we will expand our shelter services to include our immediate neighbors to whatever extent possible, including the provision of peer counseling, emergency shelter, and emergency food.

2. Determination to shelter, feed and provide water:

The agency has made the determination to provide food, water and shelter to employees, volunteers and to the families of employees who are working at the agency in addition to those individuals the agency is already sheltering. We will not extend the offer to the general community unless we have access to a consistent food/water source.

3. Profile:

Fifty years ago, our organization opened an emergency shelter for all individuals in need. The once-quiet shelter has grown into the city's leading voice for the need for low income housing and real solutions to deal with homelessness and its underlying causes by educating, promoting awareness and changing the community's and the media's perceptions about homelessness. Through a broad service continuum, we also provide financial education and various other services to more than 15,000 community members annually in an effort to build a safety net for those who are close to becoming homeless.

4. Programs:

Our service continuum offers emergency residential shelter and community-based services while providing advocacy, counseling, family-based services and referrals. Our office houses two 24 hour crisis phone lines, Drop-In Counseling Center, Teen Program, and Community Education and Outreach Programs.

5. Resources:

- We have three facilities scattered across San Francisco, but we need to only manage one facility right now because the other 2 facilities were red tagged.
- Ordinarily we operate our shelters with a staff of about 15 each (total of 45 staff), but we currently have 15 staff available.
- We have 42 clients, 50% of whom speak multiple languages.
- 8 employee family members and 9 volunteers.
- We have access to 3 employee vehicles.

6. Internal Situation:

- Staff is reporting that some clients are reporting they have symptoms similar to meningitis.
- There are reports of civil unrest issues outside the shelter
- Some clients are reporting that they need assistance with getting medication.
- 38 people in the neighborhood have showed up and are asking to stay with your agency but (1) have no interest in volunteering or (2) are not able to volunteer due to abilities.
- Two staff and several volunteers are giving notice that they are leaving for home.
- Two employees are extremely worried, as they have been unable to get into contact with a loved one.
- Tension continues to rise daily because of the cramped space, limited resources and food as well as personality issues.
- Two neighborhood organizations have asked to use your building for shelter and a place to distribute food.

IMMEDIATE OBJECTIVES

Look around your table. These are the people available to make up the Command Structure for the facility.

Create a Command Structure using the principles of the Incident Command System. Use the blank organizational chart if you wish.

Have the Command Staff create at least two objectives for the day, reacting to the information regarding status and resources of the facility.

Each person with a leadership role or that is a Section Chief should identify what steps they need to take to support the overall objectives.

Remember that you can reach out to the Local Government Emergency Operations Center if you need.

INJECT #1

The close quarters, stress of the event ongoing uncertainty, and limited resources, has caused significant safety and security issues.

Two clients without critical medication are showing signs of mental and emotional instability.

The staff remaining feel like the situation is a “powder keg” and are fearful that one small event could cause a significant problem.

INJECT #2

Without your knowledge, a community member arrived at your kitchen with hundreds of hotdogs in lukewarm water.

About 25 clients ate those hotdogs and are now complaining of stomach cramps.