SHELTER MANAGER

Shelter Opening Briefing Agenda

If available, distribute copies of Shelter SOG or post QR code linking to Shelter SOG.

Introductions

❑ Introduce yourself as the Shelter Manager.

❑ Ask workers to introduce themselves by providing their name, agency and any experience that will be helpful in their shelter assignment.

❑ Identify any workers assigned to specialty positions (e.g., Health Services).

Chain of Command

❑ Explain that there is an organizational structure that must be followed for the shelter to run well

❑ Direct any issues, questions or needs following the chain of command. The following illustrates a question moving through the full chain of command:
A registration team member would first direct a question to the Registration Team Lead. If the Lead is unable to answer the question, the question should then be directed to the Shelter Shift Supervisor. The Shelter Shift Supervisor will escalate the question to the Shelter Manager, who can involve the EOC if necessary.

❑ Shelter staff should not direct issues or requests to outside individuals/entities.

Identify Shelter Supplies Available and Where They Are

Review the Shelter Rules

❑ Emphasize that the primary job of shelter staff is to keep people safe

❑ People coming to the shelter will be from all walks of life and are likely arriving at the shelter in an anxious state. Stay calm and professional and treat everyone equally.

Review Key Shelter Functions, Setup and Assign Roles

❑ Review which areas of the facility are authorized for use and which are off limits Review the areas of the facility that will require setup.

❑ Assign shelter roles and direct staff to review the Shelter SOG and relevant job aids and forms.

❑ Encourage shelter staff to be flexible and prepared to wear multiple hats as the situation evolves.

Safety Brief

❑ Shelter staff must wear issued vests for easy identification by shelter clients Report issues to your next in chain of command right away.

Documentation and Communication

❑ Sign in at the start of your shift and sign out at the end.

❑ Provide key contact information to your next in chain of command and to other staff working on your team Complete a 214 for each shift and submit it at the end of each shift. You must sign your 214.

Questions