



## **Wildfire Evacuation Preparedness for Residential Facility Staff**

Prepare so you can protect.

# *Welcome*

# Housekeeping



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."

Interpretasyon sa Tagalog: mag-click sa puting globo sa toolbar na may label na "Interpretation." Mag-click sa "Tagalog" at piliin ang "Mute original audio."



ASL interpreters have been "Spotlighted" and live closed captioning is active



This presentation is being recorded. The recording will be made available following the last training session in June



The Powerpoint slides and supporting materials will be sent after the end of this presentation

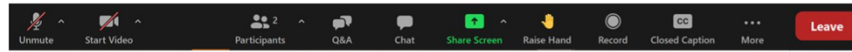


Q&A will take place at the end of this presentation. Unanswered questions will be followed up after the presentation ends

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# Zoom Tips



All attendees can type questions or comments in the Q&A

Leave the webinar at the end of the meeting



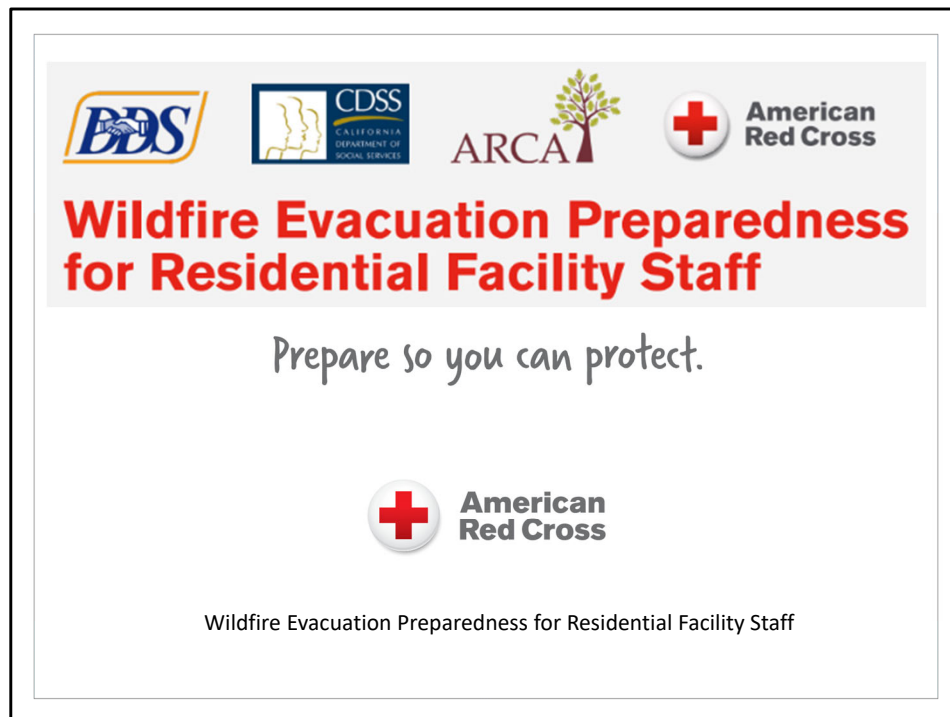
- For attendees, your video, microphone, and chat will not be available
- You will only see/hear DDS staff and presenters on screen



- Features will vary based on the version of Zoom and device you are using
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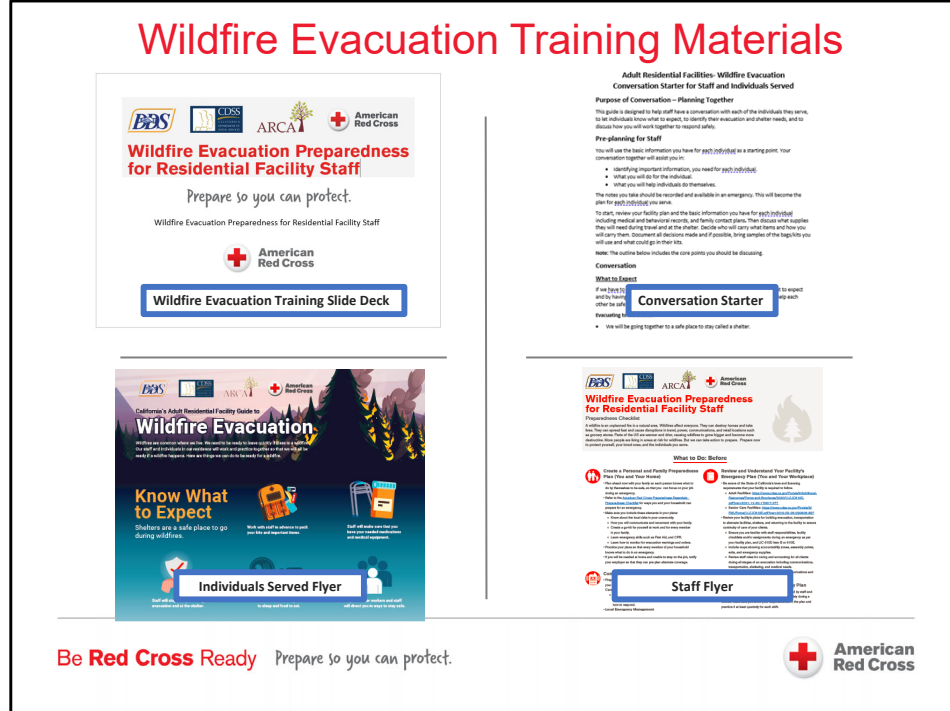
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**Welcome to the Wildfire Pre-Planning and Evacuation Training created by Red Cross in collaboration with the partners Tamara mentioned and shown.** My name is Sharie Lewis. I'm grateful for the opportunity to be with you today and to have been part of the team that created the presentation and guidance that goes along with it.

I joined the Red Cross in 2018 after The Camp Fire ravaged Paradise, CA and surrounding areas. I learned the devastating impacts wildfire has on individuals, families, and their communities. Their personal stories about evacuation and shelter experiences gave me a better understanding of how much support is needed during and after a disaster. California has experienced a lot of fires since then. Many people have evacuated and sought shelter. Much of their feedback and many of the lessons they learned and shared have directed the guidance created for you.



Today, We're going to cover what to do before, during and after an evacuation of the Residential Facility you work at.

**3 pieces of guidance** will be provided that you'll hear referenced throughout the presentation. The 3 pieces of guidance along with a copy of this slide deck and some other reference materials will be sent to you.

1. **First, The Conversation Starter.** This guide is designed to help staff have a conversation with each of the individuals they serve, to let individuals know what to expect, to identify their evacuation and shelter needs, and to discuss how you will work together to respond safely.
2. **Second is an Informative Flyer for the Individuals Served** about what to expect, how to plan, and prepare for a wildfire evacuation and stay at a shelter.
3. **Third, is a Preparedness Checklist** for you, other staff or those who support staff, at residential facilities to refer to use when preparing for an evacuation prompted by a wildfire or other hazard.

**Other resources will also follow that include:**

- **The PowerPoint Presentation** with the speaker notes
- **A video recording of the presentation**
- **a Q&A document** based on the questions we receive throughout the presentation.

Please enter questions in the Q&A. Our subject matter experts from California Department of Developmental Services and Red Cross will answer questions as the presentation progresses. Other questions, especially those that come up often will be answered at the end of the presentation so everyone can benefit from hearing the question and response. Some questions may need some research. The answers we don't have today will also be included in the Q&A sent to you as follow-up.

## What is a Wildfire?

- Unplanned, unwanted fire burning starting in a natural area and can spread to nearby communities.
- Unpredictable, fast-moving, and destructive.
- Driven by wind; fueled by flammable materials.
- Flying embers can start and spread fires.



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### What is Wildfire?

Wildfire is unplanned and unwanted fire burning in a natural area that can spread quickly to nearby communities.

It is unpredictable, fast-moving, and destructive.

It is driven by wind and fueled by flammable materials.

Flying embers can start and spread fires quickly.

Wildfire impacts many areas in California. It is important that we are mindful of the dangers it presents and how to prepare for it.

Understand the hazards in your local vicinity like if you're near a natural area or in a wildland urban interface where structures may be right next to wildlands susceptible to fire.

Today, we're going to talk about how to prepare so you can evacuate with the things you need. Sometimes, when the fire is moving fast, just the clothes on your back is what you need.

## Before: Create a Preparedness Plan For You and Your Own Family

**Plan ahead now with your family so that you can focus on your job during an emergency.**

Make sure that everyone in your family knows:

- About the local risks in your community.
- How to communicate and reconnect with your family.
- Emergency skills such as First Aid, and CPR.
- How to monitor for evacuation warnings and orders.
- Your household and community evacuation plans.
- Create a go-kit for yourself at work and for every member in your family



**Review and practice your plans often so that everyone knows what to do during a wildfire!**

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We're going to cover what to do before, during and after an evacuation of the Residential Facility you work at.

**Before an emergency occurs**, create a Preparedness Plan for you and your own family.

Plan ahead now with your family so that you can focus on your job during an emergency.

- Make sure that everyone in your family knows:
  - About the local risks in your community. Risks could include hazards like wildfire, floods, extended power-outages, earthquake, and others.
  - They should know How to communicate and reconnect with your family. Have a plan, especially if cell service may be compromised.
  - Knowing Emergency skills such as First Aid, and CPR can be helpful.
  - They should understand How to monitor for evacuation warnings and orders. Everyone should sign up for emergency alerts for the areas they go regularly or visit. Those places include home, work, school, the gym, church, homes of families and friends or places you vacation.
  - They should know Your household and community evacuation plans. Create and practice your household evacuation plan and discuss how to learn about community evacuation plans when they're occurring.
  - Everyone should Create a go-kit. You should have one for yourself at work and every family member should have a personal go kit at home.



- You need to be prepared at home so that you can continue providing care to the individuals you serve.
- If you know that your situation at home will prevent you from staying on the job to support the individuals you serve, have the discussion ahead of time with the one you report to so you can all plan and prepare accordingly so the individuals served have continuity of care.

You know when they are giving the safety presentation on the airplane , they tell parents to put their face masks on before they put the masks on their children. Disaster preparation is the same way. You must prepare at home in order to prepare and care for the individuals you serve. Create a preparedness plan for you and your family so you can focus on the tasks at hand during an emergency.

Most importantly, **review and practice your plans OFTEN** so that everyone knows what to do during a wildfire.

## Before: How to Learn About the Risk in Your Community

- Review your County Emergency Management website to learn:
  - Natural and man-caused risks in your area
  - Emergency notification systems
  - Evacuation and shelter plans
  - Important contact info such as your local fire departments



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### **Before an Emergency:** Learn About the Risk in Your Community Review your County Emergency Management website to learn:

- **About Natural and man-caused risks in your area.** Understanding your situation is vital and can save precious time during an evacuation, prevent unnecessary confusion, maintain calm behavior, and keep everyone as safe as possible during an emergency. Every county has an emergency plan. Consider inviting someone from your county, city or town that knows the emergency plan and can share specifics that are applicable to your area. You could invite other subject matter experts from community organizations like Red Cross or Community Emergency Response Teams, also called CERT to provide guidance, share their roles, and help you gain an understanding of resources that may be available to support you and the individuals served during an emergency.
- **How to sign up for Emergency notification systems.** It is crucial you know where to sign up for emergency alerts for your area, where to check on the status of current incidents, learn how urgent the evacuation is, what route to take and where to go if evacuated.
- Become familiar with Evacuation and shelter plans available on the county website to consider the routes and shelter locations, if they're listed, when developing and practicing your plans.
- Have Important contact information on hand such as your after-hours numbers for your local fire departments. Establish a relationship with your local fire department and share your plans with them. You may be able to identify ways to support one another if you've established a communication plan beforehand.

Refer to California Office of Emergency Services, also called Cal OES, websites if you are unsure who the best local contacts are. There is a Regional And County Contacts lookup link provided in the guidance.

## Before: Review and Understand Your Facility's Emergency Plan

- The State of California has laws and licensing requirements that your facility is required to follow.

State of California – Health and Human Services Agency California Department of Social Services

**EMERGENCY AND DISASTER PLAN FOR RESIDENTIAL CARE FACILITIES FOR THE ELDERLY**

**EXPLANATION:** A licensee is required to have an emergency and disaster plan that includes all of the elements on this form pursuant to Health and Safety Code section 1569.695 and California Code of Regulations, Title 22, Section 87212, Emergency Disaster Plan. The plan must be in writing and made available upon request to residents onsite, any responsible party for a resident, local long-term care ombudsman, and local emergency responders. *All resident and employee information on this form must be kept confidential.*

A licensee must provide training on the plan to all staff upon hire and annually thereafter. The training must include staff responsibilities during an emergency or disaster. Drills must be conducted by a licensee at least quarterly for each shift. The type of emergency covered in the drills must vary from quarter to quarter as specified in Health and Safety Code section 1569.695(c). *An actual evacuation of residents is not required during a drill.* While a licensee may provide an opportunity for residents to participate in a drill, they may not require resident participation. Documentation of drills must include the date, the type of emergency covered by the drill, and the names of facility staff participating in the drill.

The plan shall be reviewed annually, updated as necessary, and maintained on file at the facility. A licensee or administrator shall sign and date the plan as necessary. *A licensee is encouraged, but not required, to have the plan reviewed by local emergency authorities.*

**Note:** An applicant seeking a license for a new facility with their initial license application.

This form is provided as a courtesy to applicants and licensees.

LIC 610E (3/19)

State of California – Health and Human Services Agency California Department of Social Services

**EMERGENCY AND DISASTER PLAN FOR ADULT COMMUNITY CARE FACILITIES AND RESIDENTIAL CARE FACILITIES FOR THE CHRONICALLY ILL (PUBLIC)**

**EXPLANATION:** This form is provided as a courtesy to all adult facility applicants and licensees. An applicant seeking a license for a new Adult Day Program (ADP), Adult Residential Facility (ARF), Adult Residential Facility for Persons with Special Health Care Needs (ARFPSHN), Community Crisis Home (CCH), Enhanced Behavioral Support Home (EBSH), Residential Care Facility for the Chronically Ill (RCFCI), and Social Rehabilitation Facility (SRF) must submit an emergency and disaster plan with their initial license application.

A licensee is required to have an emergency disaster plan pursuant to Health and Safety Code Section 1565, Section 1565.5, Section 1569.044 and California Code of Regulations, Title 22, Section 80023, Section 81023, Section 82023, and Section 87523 Disaster and Mass Casualty Plan. The plan must be in writing and made available upon request to residents/clients onsite, any responsible party for a resident/client, local long-term care ombudsman, and local emergency responders. *All resident/client and employee information on this form must be kept confidential.*

The plan shall be reviewed annually, updated as necessary, and maintained on file at the facility. A licensee or administrator shall sign and date the plan to show that it has been reviewed and updated as necessary. *A licensee is encouraged, but not required, to have the plan reviewed by local emergency authorities.*

**RESIDENTIAL FACILITIES (except ARF ARFPSHNs)** must provide training on the plan to all staff upon hire and annually thereafter. The training must include staff responsibilities by a licensee at least quarterly for each shift from quarter to quarter as specified in Health and Safety Code section 1569.695(c). *An actual evacuation of residents is not required during a drill.*

LIC 610D (12/21)

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**Before an Emergency: Review and Understand Your Facility's Emergency Plan:** Refer to your Staff Checklist for information on where to find and be aware of the State of California's law and licensing requirements that your facility is required to follow.

- Ensure you are familiar with staff responsibilities, facility checklists and/or assignments during an emergency as per your facility plan, and the applicable law and licensing requirements like completing, filing and posting and making available any Health and Human Services Agency forms per the instructions. A couple of the forms are shown here:
  - The 610E EMERGENCY DISASTER PLAN FOR RESIDENTIAL CARE FACILITIES FOR THE ELDERLY and the
  - 610D EMERGENCY DISASTER PLAN FOR ADULT DAY PROGRAMS, ADULT RESIDENTIAL FACILITIES, RESIDENTIAL CARE FACILITIES FOR THE CHRONICALLY ILL AND SOCIAL REHABILITATION FACILITIES.

Reach out to the person you report to if you are not familiar with the plan for your facility, where to find it, what your responsibilities are, how frequently it is updated, how it is practiced, and how often.

Those responsible for maintaining the emergency plan can reach out to the local point of contact in the county who can offer support creating or updating your facility's emergency plan. There are some helpful links that will take you to the California Department of Social Services templates for different emergency plans that may work for your facility if you're starting from square one, or if you would like to rewrite your existing plan using one of their templates.

## Before: Review and Understand Your Facility's Emergency Plan

- Review your facility's plans including:
  - Staff responsibilities, facility checklists and maps
  - Communications
  - Your county's point of contact that supports residential facilities during disasters
  - Transportation
  - Evacuation
  - Sheltering



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More things to understand about your facilities emergency plan include before an emergency include:

- **Understanding Staff responsibilities, facility checklists and maps.** Review staff roles for caring and accounting for all clients during all stages of an evacuation including communications, transportation, sheltering, and medical needs. Be sure to include maps showing accountability zones, assembly points, exits, and emergency supplies.
- Knowing the **Communications** Plan and that it includes accessible communications and alerts for staff, clients, and family members.
- Identifying Who **Your county's point of contact is that supports residential facilities during disasters.**
- Understanding the **Transportation** Plan for all transportation needs including Building evacuation, transportation to alternate facilities, shelters, and returning to the facility to ensure continuity of care of the individuals you serve.
- Knowing Where to go for **Evacuation & Sheltering** Information. Refer to your area's alert system notifications, the website used to share evacuation routes & shelter location, and or local radio and news stations utilized to transmit vital information during emergencies. Sometimes the most updated information can be found on the social media pages of the Sheriff's or Fire Department's Offices.

## Before: Know Your Role in the Emergency Plan



### Know your role and responsibilities

- Vital for everyone's safety
- In each stage of your plan
- For communications,
- In preparedness for the individuals served
- Practice your plan quarterly

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### **MOST IMPORTANTLY, Know your role in the Plan before an emergency happens.**

- It is **Vital for everyone's safety**. Having an emergency plan that is effective, practiced by staff and clients, and reviewed often can save precious moments when they're needed most.
- **Know your role in each stage of your plan including evacuation, transportation, sheltering, and return.**
- Know your part **for effective communications.**
- **In preparedness for the individuals served** including their emergency supplies, and continuity of care
- **Practice your plan at least quarterly for each shift**

## Before: Notifications

### Notify the Regional Center and Community Care Licensing

#### Community Care Licensing Division

Welcome to the Community Care Licensing Division

We serve the most vulnerable people of California and our mission is to promote the health, safety, and quality of life of each person in community care through the administration of an effective and collaborative regulatory enforcement system.

[COVID-19 Information and Resources](#)

Disaster Information - Updates as of: April 4, 2023 10:00

[CLICK HERE FOR DISASTER EVACUATION INFORMATION](#)

Use this link to find the contact information  
of your [local Regional Office](#).

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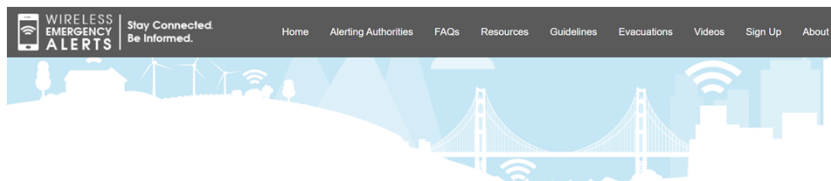


**Before an Emergency: Learn and know about necessary notifications** that you need to make

**Notify the Regional Center and Community Care Licensing** when a decision to evacuate has been made.

Links are provided in the guidance of how you can find the contact information of your local Regional Office.

## Before: Sign Up for Emergency Alerts



### How To Sign Up For Alerts In Your County

Each County in California has an alerting program that you can sign up for to receive alerts if an emergency situation were to arise in your county. If you work in one county, but you live in another, you can sign up for both. Just find your county in the list below to sign up! In most cases you will need to provide a mobile phone number and an email address.

<https://calalerts.org/signup.html>

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### **Before an Emergency: Sign up for Emergency Alerts**

#### **Know How emergency notifications work and how to sign up for them in the counties you frequently visit**

Each County in California has an alerting program that you can sign up for to receive alerts if an emergency situation were to arise in that county. If you work in one county, but live in another, sign up for both. Just find the county in the list to sign up! In most cases, you'll need to sign up with a mobile phone number and an email address.



## Before: Emergency Notification

### Know How emergency notifications work and how to respond

CDSS Community Care Licensing is requesting information about your facility's operational status so we can provide any needed assistance. Please select the option from the list below that best describes your current situation. Thank you.

1. The fire does not impact my facility, it has not evacuated, and it will continue to operate.
2. My facility can operate but is experiencing manageable impacts from the fire.
3. My facility has evacuated but is not damaged, it will be able to operate once the evacuation order is lifted.
4. My facility has evacuated and/or has been damaged and will not be able to operate.

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**Before an Emergency: Know What emergency notifications to expect and how to respond to them.** The Department of Social Services emergency notifications when sent out.

You may receive an emergency notification from the California Department of Social Services through a system called Everbridge. It will look something like this and is intended for you to quickly update them on the status of your facility and make them aware of potential needs that could arise. This will allow them to start assembling teams so they may be able to support any needs more quickly if the operating area needs it.

- The first option lets them know the fire has not impacted your facility, it hasn't been evacuated and it will continue to operate.
- The second option lets them know the facility can operate, but it is experiencing manageable impacts from the fire.
- The third option alerts them that your facility has been evacuated, but is not damaged, it will be able to operate once the evacuation order has lifted
- And finally, the last option lets them know that your facility has evacuated and/or has been damaged and will not be able to operate.

The responses will be shared appropriately with agencies that may be able to support if needed based on the circumstances.

## Before: Monitor Weather Alerts



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**Before an Emergency: Monitor weather alerts** through radio, tv, emergency alerts from your local government or download the Red Cross Emergency App.

## Before: Evacuation Routes & Shelters



**Find  
evacuation  
routes and  
shelters**

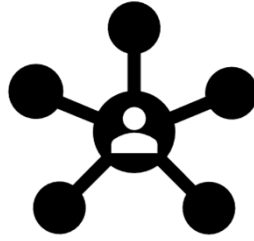
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**Before an Emergency: Find evacuation routes and shelters if available.** Use the links provided in the guidance that will help connect you to the sign up for the emergency alerts in your county that will help you learn about evacuation routes and shelters for the individuals served. Refer to your county's emergency alert information for more information and where to go. Not all areas operate the same. It's important to find out how to receive this information now and where to find it during an emergency.

## Before: Communications Plan

**Be prepared to communicate all stages of the evacuation**



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**Before an Emergency: A Communications Plan** is essential to develop and learn for everyone to **Be prepared to communicate all stages of the evacuation.**

- with staff, clients, shelters, transportation, and families. Just like it's important for us to know how to get in contact with them, its also important for them to know how to get in contact with you. Make sure that all contact information is up to date.

Emergencies can change quickly, and everyone must remain flexible to adapt as needed. Sometimes shelter locations can be changed or evacuation routes may be altered based on changing conditions. Be sure the plan includes how to communicate modifications quickly.

## Before: Evacuation

Make sure you know the process to evacuate your clients safely and document all client movement.

- Everyone will be evacuated
- Plan to bring everything needed
- Make sure you bring your own go-kit!
- Refer to your notes from your planning conversations



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**Before an Emergency: Evacuation Plans ensure everyone knows the process to evacuate safely and how to document the movement of everyone and necessary supplies.**

**Everyone will be evacuated.** It could be to an emergency shelter or your facility's planned alternate location. Evacuating means going from an unsafe place to a safe place. If you are being asked to evacuate, that means the individuals you and the individuals served may be unsafe. Once a decision to evacuate has been made, make sure you have a process in place to evacuate the individuals you serve safely, and efficiently. The process should include a way to document client movement.

**Plan to bring everything needed** including records of the individuals served, medications, assistive and medical devices, notes on any dietary needs, comfort items, and go-kits.

**Make sure you bring your own go-kit** with any needed personal items for staying with the individuals served during the evacuation.

**Refer to your notes** from your planning conversations you had with the individuals served and include them in reviewing the checklists as part of your planning.

## Before: Transportation



- Understand transportation needs
- Review your facility's transportation plan and how to implement it, including back up plans.
  - Have a schedule and
  - Conduct regular vehicle maintenance
  - Verify staff are licensed and trained
  - Verify plans with any 3<sup>rd</sup> party vendors
- Plan to maintain level of care during travel
- Develop your process to document all movement

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### **Before an Emergency: Transportation Plans can save time and reduce chaos.**

- **Understand transportation needs.**
  - Know How you will address any medical needs during transportation.
  - Know how many individuals served that require special transport vehicles and the durable medical equipment that must be transported with them ( ex/ wheelchairs, oxygen and walkers). Make sure vehicles have capacity to transport all the individuals with the all the varying types of required medical equipment at the same time.
- **Review your facility's transportation plan and how to implement it, including back up plans.** A detailed transportation plan is essential in order to execute it quickly during an evacuation.

**Have a schedule** so everyone knows what is expected of them and how quickly things should progress.

**Conduct regular vehicle maintenance plans that** include vehicle maintenance, driver training, drills to practice, and back up plans.

**Verify staff are licensed and trained for the vehicles** they are assigned to drive and are comfortable driving the evacuation vehicle.

**Verify plans with any 3<sup>rd</sup> party vendors** they have capacity to support your facility during a disaster, especially during times their services are not normally required. Transportation is where challenges can arise and really delay evacuation. If you use third-party transportation services, make sure you have a conversation with them on what might change during a disaster and that you have a 24/7 emergency contact for them.

**Develop a plan to maintain level of care of the individuals you served during travel the process, to document all movement** of individuals served, and any treatments throughout the evacuation process. This includes the initial evacuation, pick-up from family or friends, transport to and from necessary healthcare treatments like dialysis or therapy.

## Before: Sheltering

- Your continued care at the shelter is required
- Be ready to introduce yourself to shelter staff
- Create a list for each individual that you can share
- Plan how you will maintain medical appointments
- Plan how you will continue documenting staff rounds, care provided, and any concerns



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### Before an Emergency: Prepare for Sheltering

**Your continued care at the shelter is required.** Disaster is chaotic no matter how much we prepare for it. There are a lot of fast-moving parts during an evacuation so the more preparation that can be done before going to a shelter, the more comfortable everyone will be, and continued care will be easier to achieve. This means having all the right items in the go-kits. Individuals served will need you in the same way at the shelter as they needed you in the facility you evacuated from. In some instances, they may require more assistance to navigate the new environment.

**Be ready to introduce yourself to shelter staff** and plan with them so that they know your continuity of care plan. Ask them where to find the Health Services and Disability Integration teams if available to support you and the clients you serve get set up in the shelter. Sometimes you may arrive before those teams. The shelter staff is there to provide direction and help you with the clients you serve get set up so you can resume the support you did at your regular location.

**Create a list for each individual that you can share with shelter staff** of accommodations that you use in your facility including feeding accommodations, sleeping accommodations, medicines you will provide/need, medical equipment, and if there is a medical need for quiet space. Alert the Shelter Manager or Supervisor of any dietary needs if it isn't discussed during the intake process of each individual.

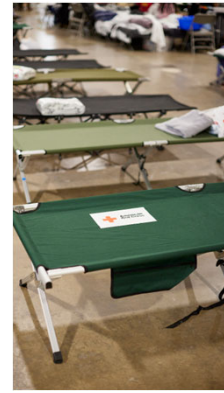


**Plan how you will maintain any needed medical appointments** while at the shelter. Maintain communication with healthcare providers so individuals can maintain any needed medical appointments while at the shelter.

**Plan how you will continue documenting staff rounds, care provided, and any concerns.** You can use a method similar to how you document at your facility.

## Before: Know What to Expect at a Shelter

- The shelter will provide a safe place to sleep and food to eat.
- The shelter will have trained staff to help you
- Registration
- Dormitory
- Feeding



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**Before an Emergency: Know What to Expect at a Shelter.** Wildfires are a disaster. Disasters by nature can be overwhelming as people and organizations respond. It is important to know that every shelter is different. Be ready for change and know the basic things you can expect at a shelter:

**The shelter will provide a safe place to sleep, food to eat, and beverages to drink.**

**The shelter will have trained staff to help you** and the individuals you serve.

**Registration-** When you arrive at the shelter you will be directed to check in, in a process called registration. Everyone who enters the shelter will be required to register and will be asked to provide some basic information. When you register, be prepared to provide information about the needs of the individuals served including: sleeping accommodations needed instead of regular cots, special dietary requirements, medicine and daily care.

**Dormitory.** You and the individuals you serve will have a place to sleep at the shelter called a dormitory. In the dormitory will be rows of cots for you to sleep on. Talk to shelter staff when you register. If individuals served will need accommodations or a different type of cot. You and the individuals you serve may be housed in the general shelter or there may be an area or location for individuals with medical and other needs.

**Feeding.** There will always be food, snacks and water available. Sometimes meals can be catered and sometimes you may receive shelf stable meals. Food can be served from an Emergency Response Vehicle or what we call an ERV. Even after alerting shelter staff,  
**You will need to make sure that any special dietary requirements are followed for your individuals served.**

## Before: Know What to Expect at a Shelter



- Information on the disaster will be provided
- There may be a lot of people at the shelter
- It may be loud
- Shelters can be open for many days or just a short time

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### Before an Emergency: Here is More of what to expect at a shelter:

**Information on the disaster will be provided.** There is often times a message and information board near the entrance and registration area of the shelter to keep everyone updated on disaster response, meal and other events scheduled, or other useful and important information.

**There may be a lot of people at the shelter.** Shelter environments vary a lot depending on the number of people being evacuated and how many shelters are open. Sometimes, when a lot of people are evacuated, a very large shelter like at a convention center or arena can be opened. Other times, evacuations are for smaller communities and a church or community center can support those who need it.

**It may be loud** If your individuals served are likely to be stressed by noise, plan to ask about quiet space areas and consider bringing noise cancelling headphones with you to the shelter. Add those to the go-kits of any individuals who may need them.

**Shelters can be open for many days or just a short time** depending on how long people are displaced from where they normally live.

**Have fun and Be creative about how to provide activities for individuals served that will familiarize them, and “test” shelter conditions. You could set up a cot and practice getting up and down.**

## Everyone is Welcome



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### [Video link](#)

Shelters should be inviting to all who are seeking a safe place to go when evacuating their home. Not all shelters are Red Cross. Shelters may be operated by the jurisdiction, the Red Cross or others. These shelters are designed to welcome everyone. Let's watch a short video about how that inclusion looks:

## Before: Preparing the Individuals Served

- Plan ahead of time
- Provide information
- Staff should have periodic conversations with the individuals served to:
  - Review the Individuals Served Checklist
  - Use Conversation Starter to guide your conversation
  - Document the conversation & decisions



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**Before an emergency: Preparing the Individuals Served so they have a better understanding of what to expect can make the experience less confusing and stressful.**

**Plan ahead of time with the individuals you serve so they can be prepared and know what to do to help and stay calm.**

**Provide information on what to expect at a shelter by sharing the plan and any other information with them that could be useful.**

**Staff should have periodic conversations with the individuals they serve to ensure they are ready for a wildfire evacuation.**

- **First, review the Individuals Served Checklist** to cover the process that will be followed if an evacuation of the facility is required.
- **Next, Use the “Conversation Starter”** to guide your conversation and make sure all the important parts of the discussion are covered. You should know what expect and how they can help.
- **Finally, Document conversation and decisions** made about the individual’s needs, concerns, or special considerations important to remember during the evacuation or stay at a shelter.

## Before: Go-Kits

### Travel Go-Kit

- ID cards
- Emergency Contact Card
- Phone charger/batteries
- Communication accommodations
- Bottle of water
- Diet appropriate snack



### Shelter Go-Kit

- Personal hygiene items
- Change of clothes
- Assistive devices
- Comfort items

### Medication and Medical Equipment

An image of an Emergency Contact Card from the American Red Cross. The card has a white background with a red cross logo in the top right corner. It contains the following text: "Emergency Contact Card", "Cardholder information:", "Phone: \_\_\_\_\_", "Home address: \_\_\_\_\_", "Healthcare provider: \_\_\_\_\_", "In an emergency, call 911 or:", "Local Police: \_\_\_\_\_", "Local Fire Department: \_\_\_\_\_", "Poison Control: (800) 222-1222", "For more information, please visit redcross.org/prepare", and "Be Red Cross Ready Prepare to give care perfect." at the bottom.

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Let's take a closer look at personal **go-kits** for you and the individuals served. You'll see these recommendations in the guidance that will be provided to you, but some very important things include:

**Personal Travel Go-Kits** should include things used everyday for day to day life.

- **ID cards** – this could be a driver's license, state identification, military ID, or passport.
- **An Emergency Contact Card as shown here.** This should include all those important people that individuals served want notified about there whereabouts and condition.
- **Phone Charger, Chargers for other devices & batteries** should all go in the go-kit to support any devices used regularly.
- **Communication accommodations** is anything that the individual served may utilize to support their daily communications activities.
- **Bottle of Water**
- **Diet appropriate snack** that should be well packaged so not to attract critters like mice.

**Personal Shelter Go-Kits** should include those care items used by you and the individuals served everyday. They include items like the following:



- **Personal hygiene items** like a toothbrush, toothpaste, washcloth, soap, face wash, lotion, etc.
- **Change of clothes.** At least one change of clothes, but 3 are preferred to manage any type of spills or other accidents that could occur.
- **Assistive Devices.** This could include dentures, hearing aids, magnifying glass, noise-canceling headphones, etc.
- **Comfort Items.** This could include anything that brings the individual served comfort like a stuffed animal, blanket, photo of family, etc.

### **Any required Medications and Medical Equipment**

- Wheelchairs, walkers, scooters, or other mobility support devices
- Sleep support devices that support the individual served sleep throughout the night
- Oxygen support devices
- Slings or other items that support individuals served with their mobility to and from the commode and other mobility devices
- Anything used to support the individual served maintain their daily routines.

## Before: Practice Your Plan

Ensure Everyone knows what to expect

- Disasters are stressful for everyone.
- Individuals served and staff should practice their evacuation plan together
- Ensure each segment of your plan is practiced
- After you have practiced your plan



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**Before an emergency, Practice Your Plan to make sure everyone knows what to expect during an evacuation.** It is vital to ease some of the stress that impacts everyone during an emergency. Preparation and practice of evacuation plans will reduce the stress because everyone knows their role and what is expected of them.

### **Ensure everyone knows what to expect during an evacuation**

**by** Conducting exercises for building evacuation, using the vehicles, and accommodations.

- **Disasters are stressful for everyone.** To reduce stress, on you and your individuals served, be prepared for what to expect, but let them know that unexpected things happen during emergencies so it is important to remain aware and flexible.
- **Individuals served and staff should practice their evacuation plan together** so that everyone will know what their role will be. Consider testing accommodations and communal meals. Consider whether dining will look differently and whether they can use a cot independently or if they will need help.
- **Ensure each segment of your plan is practiced from the** building evacuation, transportation of staff and individuals served, and sheltering.
- **After you have practiced your plan,** document and make any needed changes to improve it.
- Then, practice it again. Remember exercises and practices can be fun. Find those actors and role play!

## During: Implement Your Plan

This is where your planning and preparing pays off!

When there is an increased risk, follow the plans you have developed to:

- Stay Connected
- Implement Evacuation
- Provide Continual Care



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**During an emergency is when you're going to Implement Your Plan and when the planning pays off** because precious time can be used most effectively.

**When there is increased risk, follow the plans that have been developed to:**

**Stay Connected** and aware of the potential for evacuation or whether an evacuation warning or order has been issued.

**Implement Evacuation** as quickly and smoothly as possible when you find out there is a warning or order

**Provide Continual Care** to the individuals served during the entire process

## During: Stay Connected and Informed



During increased risk of evacuation:

- Continue to monitor local alerts and warnings.
- Notify families of potential evacuation
- Notify staff to be prepared to evacuate



When you evacuate:

- Notify the Regional Center and Community Care Licensing
- Notify all staff to begin the evacuation
- Notify Individuals Served and Families
- Communicate with families and facility leadership

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During an emergency it is crucial to **Stay connected and informed.**

### During increased risk of evacuation:

- **Continue to monitor local alerts and warnings** by staying connected to the local alert system, websites, and social media pages where responding agencies share updates. Staying connected and informed about the wildfire, the response, who should evacuate and where to evacuate to is vital during an emergency.
- **Notify families of a potential evacuation.** Remember that communication goes both ways. It is important to stay informed, but it is just as important for you to inform others. Let families know when an evacuation is occurring or expected to occur.
- **Notify staff to be prepared to evacuate** and provide continuity of care. They should make the necessary arrangements to provide continued care to individuals served when evacuated.

**When you evacuate** because of a Wildfire Warning, Evacuation Order, follow the plan to:

- **Notify the Regional Center and Community Care Licensing.**
- **Notify all staff to begin the evacuation** and what each of their roles are.
- **Notify individuals** served of plans to evacuate and if known, the shelter location.
- **Communicate with families and facility leadership** to advise them when you arrive safely at the shelter and continue status updates. A lot of times travel can take longer than normal during an evacuation because everyone is trying to leave at once. **Update family members, and facility leadership, once the individuals served have made it safely to the shelter location because it may take a lot longer than they expect it should.**

## During: Increased Risk of Evacuation

- Prepare clients for possible evacuation.
- Ensure adequate staffing will be available.
- Validate that transportation is ready
- Check plan for medical appointments
- Review your documentation plan
- Reassure Individuals served



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**During an emergency and an increased risk of evacuation:** You'll know that there is an increased risk when there is a growing wildfire in a nearby area or there are red flag warnings in your area.

- **Prepare clients for possible evacuation.**
- **Ensure adequate staffing will be available.** Increase your staff if needed to facilitate the continued care of the individuals served during the preparation, evacuation and stay at the shelter.
- **Validate that transportation is ready** and available and the plan is ready to put into motion.
- **Check plan for medical appointments** while at a shelter (e.g. dialysis). Plan and schedule how transportation for medical appointments, like dialysis or other necessary treatments will be managed from the shelter.
- **Review your documentation plan** and methods to continue documenting staff rounds, care provided, and any concerns.
- **Reassure the individuals you serve** that they will continue to receive the care they do while they are at the shelter in a safe place though it can feel chaotic. Remind them staying flexible and calm will help reduce their stress and the stress of those around them.

## During: Implement Evacuation

- Implement transportation plan
- Keep the individuals served involved
- Provide continual care



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**During an emergency, Implement the evacuation when an evacuation warning or order has been issued. DO NOT WAIT.**

- **Implement transportation plan** to move individuals served, staff, go-kits, medical equipment, records, and any needed supplies. Staging evacuation supplies, large medical equipment and checking your “just-in-time” items for go-kits can save valuable time during an emergency. To minimize wait time, consider moving large items to the transportation and then move individuals served to the transportation
- **Keep individuals involved** so that they can start preparing. This is the time they/ staff check that all the supplies they agreed upon are packed. These items should have been discussed and documented during their conversation with staff.
- **Providing continual care** through the evacuation may not look the same. When its time to move the individuals served, you complete packing of just in time checklists and start carrying the larger go-kits (shelter kits) and medical equipment to the transportation. Remind the individuals served of the plans and that their continuous care is at top of mind even when things can seem chaotic and confusing.

## During: Providing Continual Care

At a shelter or alternate location:

- Alert shelter staff of unique needs
- Document check in of individuals
- Document all care provided
- Arrange transportation and in-transit care
- Notify external medical services



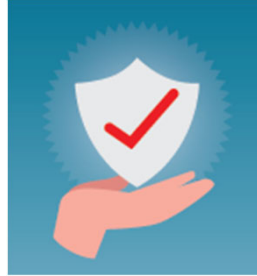
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**During an emergency Providing Continual Care is required. At a shelter or alternate location:**

- **Alert shelter staff of any unique needs of individuals served** have and manage those first.
- **Document check in of individuals**, medication regimens, that necessary medical equipment is available, and where personal supplies are.
- **Document all care provided** throughout the entire evacuation.
- **Arrange transportation and in-transit care** for any needed procedures that cannot be provided at the shelter. Remember to verify the transportation plan with those involved in transporting individuals served to necessary medical appointments.
- **Notify external medical services** that are scheduled to visit any individuals served that an evacuation has occurred, and services should be relocated or rescheduled due to the evacuation.

## During: When it is Safe to Move



- Ensure the facility is ready
- Notify families and friends about return to facility
- Arrange for transportation
- Notify external medical services

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### **During an emergency, but ready When it is safe to move back.**

- **Ensure the facility is ready.** When authorities confirm that the facility you evacuated from is safe and all evacuation orders have been lifted, ensure the facility is ready for individuals to return by making sure enough support is available through transport of the clients, arrival to the facility and the care required to help the individuals served get settled back into their normal living quarters.
- **Notify the family and friends** of the individuals served that you've returned to the facility and any updates about their loved one.
- **Arrange for transportation** to return to a facility. Ensure that individuals are accounted for during the transportation process and when they arrive. Confirm that individuals and their belongings are accounted before, during, and after transport from the shelter to the facility.
- **Notify external medical services** and other providers who visit the facility that the individuals served are back at the facility and ready to resume normal activities.



## After

- Re-establish standard care at facility
- Assess any physical, mental, or other health issues
- Provide mental health support to staff and individuals
- Create an after-action report
- Incorporate changes

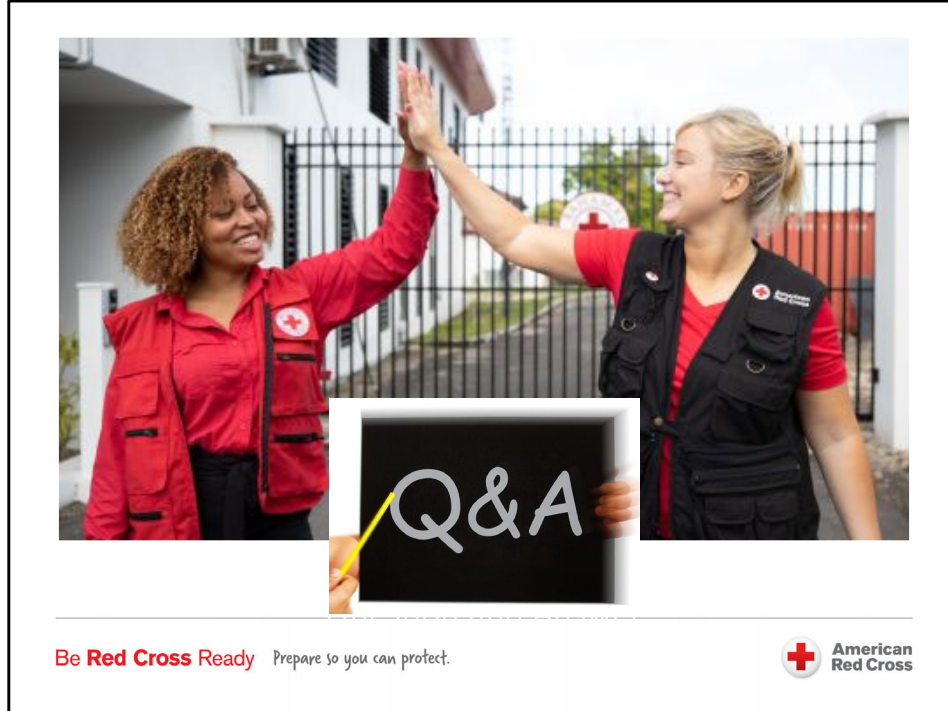


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**After an emergency and everyone is back in the facility re-establish care for the individuals you serve.**

- **Assess any physical, mental, or other health issues** with each. The extra stress experienced from the evacuation, shelter stay, change from routine, and movement back to the place they fled may have impacts to their health that may need to be addressed.
- Have a plan to **provide mental health support to staff and individuals** who may need help coping from the stress of the emergency.
- **Create an after-action report.** Identify what worked, the problems encountered, and anything that could be done differently to improve the plans. Be sure to include feedback from the individuals you serve.
- **Incorporate changes** into your plan and training when you practice. It is best to complete the after-action report as soon as possible after your return so the feedback is fresh on everyone's mind.



Remember, **we are in this together!** These resources are available to refer to, but it is just the beginning. Connect with those in your community that will be working with you to support the needs of the individuals you serve. Pre-planning can save precious moments, set expectations for the individuals you serve, reduce the stress for all, and allow you to make critical decisions with confidence.

Now, we're going to get to some of your questions. Thank you all for entering your questions into the Q&A. Our moderators and subject matter experts from California Department of Developmental Services and Red Cross have been answering questions throughout the presentation. Now, they will read and answer some questions that came up a lot, generated more, and some of the unanswered questions. A lot of people have joined us today so we're going to get through as many as we can. We're creating a Q&A reference that will answer the questions we don't have time to get to, and those that we need to find the answer to. We'll share the Q&A with all attendees and use the feedback to modify what we include in future presentations.

(Q & A for 20 minutes)

THANK YOU



Thank you for spending time with us today. I hope you can leave feeling more confident to create a plan, practice the plan, and implement the plan effectively should a wildfire or other emergency prompt an evacuation. Have an amazing day! Good-bye.