



STATE OF HAWAII

# HURRICANE EVACUATION SHELTER PLANNING AND OPERATIONS GUIDELINES



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*Produced by the Hawaii Emergency Management Agency in partnership with federal, state, county and non-governmental partners.*

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### **PARTICIPATING AGENCIES:**

American Red Cross Hawaii State Chapter

City & County of Honolulu Department of Emergency Management

County of Hawaii Civil Defense Agency

FEMA Pacific Area Office

Hawaii Department of Education

Hawaii Emergency Management Agency

Hawaii Island Humane Society

Hawaii State Department of Health

Hawaiian Humane Society

Kauai Civil Defense Agency

Maui County Civil Defense Agency

Maui Humane Society

Office of Elections

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# 1 INTRODUCTION

## 1.1 PURPOSE

1. The purpose of this document is to establish statewide guidelines and best practices for hurricane evacuation shelter planning and operations, and to describe how support for these shelters will be coordinated at the state level.
2. The intent is that these guidelines will assist in the development of county plans, and provide sheltering stakeholders across the state a common set of measures that can be used to establish planning targets, identify gaps and request support.

## 1.2 SCOPE

1. Though other types of sheltering operations are defined in this document, the guidelines provided are only intended to address hurricane evacuation shelters.
2. This plan addresses preparedness activities required to support hurricane evacuation shelters as well as issues related to response coordination – from the initial notification a tropical system has crossed the 140° line or Hawaii is within the 5-day track, until the point evacuation shelters close or transition to longer-term post-impact shelters.
3. These guidelines apply to all public shelters operated by county governments or their response partners.

## 1.3 RELATIONSHIP TO OTHER PLANS

1. **STATE OF HAWAII EMERGENCY OPERATIONS PLAN:** This document is an attachment to *the State Emergency Support Function (SESF) 6 Annex* to the *State of Hawaii Emergency Operations Plan (HI-EOP)*.
2. **COUNTY PLANS:** Counties are responsible for sheltering in their jurisdictions. This document should inform the development of county shelter plans but is not intended to direct county operations.



## DEFINITIONS



This section defines key terms used frequently throughout this document.





1. **PETS:** Per Hawaii Revised Statute (HRS) Chapter 711-1100, the definition of a pet is “a dog, cat, domesticated rabbit, guinea pig, domesticated pig, or caged birds so long as not bred for consumption.”
2. **SERVICE ANIMAL:** Per Title II (state and local government services) and Title III (public accommodations and commercial facilities) of the American with Disabilities Act (ADA), a service animal is defined as “dogs that are individually trained to do work or perform tasks for people with disabilities, including a physical, sensory, psychiatric, intellectual, or other mental disability. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.”
3. **ASSISTANCE OR EMOTIONAL SUPPORT ANIMAL:** An animal (typically a dog or cat though this can include other species) that provides a therapeutic benefit to its owner through companionship. The animal provides emotional support and comfort to individuals with psychiatric disabilities and other mental impairments. The animal is not specifically trained to perform tasks for a person who suffers from emotional disabilities. Unlike a service animal, an emotional support animal is not granted access to places of public accommodation. While service animals will be able to remain with their own in a general population shelter, assistance or emotional support animals must remain in pet shelters or other designated pet area.
4. **ACCESS AND FUNCTIONAL NEEDS POPULATIONS:** Defined as those whose members may have additional needs before, during and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities, live in institutionalized settings, are elderly, are children, are from diverse cultures, have limited English proficiency, or are non-English speaking, or are transportation disadvantaged.
5. **DISABILITY:** An individual with a disability is defined by the ADA as a person who had a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not specifically name all of the impairments that are covered.

### 1.3.1 SHELTER DESCRIPTIONS





1. This section describes the types of shelter operations in the state of Hawaii.
2. Due to constraints detailed in this plan, such as the availability of buildings suitable for hurricane sheltering and feasibility of providing substantial logistical support prior to a storm, hurricane evacuation shelters will operate differently than shelter operations post-landfall and for other types of emergency events.
  - a. These differences are often confusing for the public, which results in misunderstanding of where to go, what services and support to expect and how to prepare. It is critical all stakeholders involved in shelter planning and operations understand these differences and communicate them consistently to the public.

	 <b>General Population Hurricane Evacuation Shelters</b>	 <b>Hurricane Evacuation Pet Shelters</b>
<b>Purpose</b>	<p>Facilities opened during hurricane threats that offer a shelter of last resort to anyone in the community who cannot shelter in place and has no other safe options.</p> <p>Use of these facilities is intended to be on a short-term basis, with operations closing or transitioning to post-impact shelters once the event has passed.</p>	Facilities opened during a hurricane threat to offer a shelter of last resort to pets whose owners have evacuated their homes
<b>Supplies and Services</b>	No supplies or services will be provided, including cots, blankets or food. Occupants are expected to essential supplies including food, water and medicine.	No supplies will be provided. Owners are expected to bring pet cages and essential supplies for their pet, to include food, water and medication.
<b>Staff</b>	Due to the large number of shelters that may be needed, staffing will be minimal and below the nationally recommended ratio of staff to shelter residents.	Staffed with a small pet shelter team. Staffing will be minimal. Pet owners are expected to attend to their pet's food, water and bathroom needs.
<b>Space</b>	<p>Space per person is calculated at 10 square feet per person, which is less than the national standard. More space is provided for people with disabilities or those with access and functional needs.</p> <p>This reduction in space is to accommodate more evacuees, which is necessary due to a statewide shortfall in shelter space created by a lack of buildings suitable for use during high wind.</p>	

	General Population Hurricane Evacuation Shelters	 Hurricane Evacuation Pet Shelters
<b>Location</b>	<p>Primarily located in schools, which offer more protection than other public buildings.</p> <p>Specific locations are determined by the counties.</p>	<p>May be in standalone facilities, or co-located in separate areas of facilities also being used as general population shelters. Specific pet shelter locations are determined by the counties.</p> <p>Co-located pet shelters should adhere to the same structural guidelines used to evaluate people shelters.</p>
<b>Pets</b>	<p>Service animals are permitted but pets and comfort animals are not allowed in the general population area.</p>	

	Tsunami Refuge or 'Holding Area'	   'Regular' Evacuation	Post-Impact
<b>Purpose</b>	<p>Not all counties identify tsunami refuge areas; some simply advise evacuation to any location outside the inundation zone.</p> <p>Counties with refuge areas refer to these sites using different terms, but they serve the same basic purpose – to provide designated evacuation locations outside the inundation zone during a distant tsunami warning.</p>	<p>Regular evacuation shelters may be opened for events such as brushfires or extreme flooding. The purpose of these shelters is to provide a space to stay on a temporary basis until the threat has passed. May transition to post-impact shelters.</p>	<p>Opened after an event has occurred and people are unable to return home due to damage to their homes or inaccessibility.</p>
<b>Supplies and Services</b>	<p>Counties do not plan to provide services at tsunami refuge areas, and in most cases, access is limited to parking lots and possibly the restrooms.</p>	<p>Initially, limited supplies are usually on hand due to the fact that these shelters generally open with little notice. If the shelter is open for an extended period, supplies such as food and costs may be provided.</p>	<p>Shelters should be fully equipped with cots, blankets, hygiene items, food and other basic supplies. Health, mental health and casework services may be provided.</p>



 <b>Tsunami Refuge or ‘Holding Area’</b>		<b>‘Regular’ Evacuation</b>  		 <b>Post-Impact</b>
<b>Staff</b>	One staff person to open restrooms, if applicable	The size of the shelter team scales with the number of residents. The team consists of a manager and workers assigned to various shelter functions. Workers trained to provide mental health and health services support may be available in person or available on an on-call basis by phone depending on the size of the shelter population. Caseworkers may be available to help residents make recovery plans.		
<b>Space</b>	Not applicable	A minimum of 20 sq./ft. per person is provided. Up to 60 sq./ft. is provided for people with disabilities and others with access and functional needs.	A minimum of 40 sq./ft. per person is provided. Up to 60 sq./ft. is provided for people with disabilities and others with access and functional needs.	
<b>Location</b>	Varies by county.	These shelters are generally opened in county Park and Recreation facilities to avoid disruptions to public schools.		
<b>Pets</b>	Stay with owners outside the facility.	Service animals are permitted but pets and comfort animals are not.		

### 1.3. SITUATION

1. Though the state has experienced hurricane impacts infrequently, they are the hazard that poses the greatest overall risk to the state due to the devastating impact a storm would have.
  - a. The Central Pacific Hurricane Season runs from June 1<sup>st</sup> to November 30<sup>th</sup>.
  - b. All counties in the state are at risk of impacts from storms up to Category 4 strength.
2. The threat of a hurricane will require residents and visitors in the following circumstances to evacuate and seek alternate shelter during a hurricane:
  - a. Coastal areas that will be inundated with storm surge.
  - b. Occupants of older homes with single wall construction built prior to 1993.
  - c. Residents on exposed ridge lines.
  - d. Residents and visitors staying at campsites.
  - e. Homeless residents living on the street.

3. There are a very few public buildings that meet even minimum requirements for hurricane sheltering. Hurricane evacuation shelters provide some protection from storm surge and high winds for residents and visitors who do not have safer options.
  - a. The state emergency management agency, Hawaii Emergency Management Agency (HI-EMA), maintains a list of facilities, buildings and room that provide enhanced protection during a hurricane. Funds have been allocated to HI-EMA by the state legislature since 2006 for the purpose of hardening facilities for hurricane sheltering.
4. Public schools, which are normally not utilized for emergency sheltering to avoid disruptions to school schedules, are the primary buildings identified for hurricane evacuation sheltering because of safety.
  - a. During an effort to identify hurricane evacuation space in the mid-1990s, schools were found to be the public buildings that offer the greatest protection and most economical hardening measures to increase the level of protection offered over time.
5. Due to a number of vulnerabilities and constraints discussed below, these shelters are not rated to withstand a major hurricane, but do provide enhance protection for individuals living in inundation zones or older homes that have no other alternatives. Emergency management agencies at all levels emphasize that these shelters are a last resort, only to be used if all other options have been exhausted, such as sheltering in place, at work or with friends and family.

## 1.3.2 VULNERABILITY ANALYSIS

### 1.3.2.1 HURRICANE SHELTER SPACE SHORTAGES

1. The estimated demand for public hurricane evacuation shelter space exceeds the available inventory. The planning figure used by the state to estimate demand for hurricane evacuation shelter spaces is 35%. This figure is based on the results of a 2009 statewide survey conducted with the US Army Corps of Engineers.
2. This gap is particularly pronounced in rural areas of the state where the inventory of public and private facilities is limited and comprised of older buildings that are more difficult and costly to retrofit. At the same time, homes in these areas are often older as well and not suitable for use as a shelter in place option.
3. Though the state has had an active retrofit program to increase the amount of available space, little gain has been made in closing the hurricane shelter space gap.
  - a. The high cost of retrofit projects to bring buildings to even a Category 1 hurricane standard, coupled with decreased funding are major factors.
  - b. The pace of retrofit projects is also slowed by long project timelines that are scheduled around the school calendar to avoid disruptive construction.

4. The safety of most hurricane shelter spaces in inventory was determined by a visual inspection of the building by engineers. Most facilities identified as hurricane shelters have not had structural engineering assessments to validate their ability to withstand hurricane force winds.
  - a. The spaces identified provide more protection than wooden homes built prior to 1993 or homes located in inundation zones or areas that will experience significant acceleration in the velocity of hurricane winds.
5. Because hurricane evacuation shelter plans call for pet shelters to be co-located in the same facilities as general population shelters in almost all cases, there is a shortage of pet shelter spaces as well. Increasing the amount of pet shelter space means a reduction in the amount of shelter space for people.

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#### 1.3.2.2 HURRICANE SHELTER LAYOUT CHALLENGES

1. Many hurricane evacuation shelters have deficiencies in layout, equipment and level of accessibility that would normally disqualify a facility from consideration as a shelter during other types of emergencies. These deficiencies are overlooked when it comes to hurricane evacuation sheltering if the facility is structurally sound enough to offer some storm protection.
2. Features such as large, open rooms are normally sought for sheltering because they allow operations to be centralized in a facility, facilitating communication, logistics and supervision of residents. In hurricane evacuation shelters, however, larger areas of the facility such as gyms and cafeterias are generally rated as unsafe because they have long and open roof spans that have not been retrofitted and which compromise the roof integrity during high winds.
3. Most of the areas selected for hurricane evacuation shelter use are small classrooms, often spread across multiple buildings at a facility, which pose challenges for the shelter team in terms of supervision of residents, protection of facility supplies and equipment and communication among shelter team members.

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#### 1.3.2.3 HURRICANE SHELTER WORKER SHORTAGES

1. Staffing is anticipated to be a major challenge during hurricane evacuation shelter operations, particularly if an event requires all identified hurricane evacuation facilities to open. This anticipated worker shortage applies to both people and pet shelters and across all shelter team positions and local jurisdictions.
2. While a significant number of people have been trained in shelter operations, the time between training and activation is often substantial. Very few events occur in the state that require emergency shelters to open, and when they do, only a small number of shelters open and usually for a very short duration.
3. The lack of real world shelter operations, while a good thing, poses real challenges to maintaining and developing a large pool of workers who remain engaged and committed to working in shelters, and up-to-date on shelter procedures.

#### 1.3.2.4 VISITOR POPULATION

1. On any given day, approximately 15% of the state's population are visitors. This percentage is even more substantial for some counties. For example, the average daily visitor population for both Maui and Kauai counties is roughly 30%.
2. Visitors staying in locations that can't or won't let them remain during the storm will likely not have other options of places to stay. While many large hotels plan to shelter their guests in place, small to medium sized hotels and hostels are less likely to have plans or safe facilities and may direct guests to public shelters. Public shelters are also likely to see visitors evacuated from campsites as well as vacation homes and condos, which tend to be in close proximity to the water and at risk of inundation from storm surge.
3. In addition to potential language and cultural barriers, visitors are unlikely to arrive at shelters with 14 days of supplies needed to sustain themselves through the evacuation and into the initial response.

#### 1.3.2.5 ACCESS AND FUNCTIONAL NEEDS POPULATIONS

1. People seeking shelter during an emergency are often the community's most vulnerable populations as they lack the resources or support network to find other options, or will require services to enable them to maintain their independence in a general population shelter.
2. Access and functional needs (AFN) refers to individuals who are or have:
  - a. Physical, developmental or intellectual disabilities
  - b. Chronic conditions or injuries
  - c. Limited English proficiency
  - d. Older adults
  - e. Children
  - f. Children with Special Circumstances: Includes unattended minors or latch key children and children living in foster care, group or halfway homes and other residential assisted living programs.
  - g. Low income, homeless and/or transportation disadvantaged (i.e., dependent on public transit)
  - h. Pregnant women
3. The types of support and supplies needed to support these populations will be extremely limited in hurricane evacuation shelters. Support required by these groups includes, but is not limited to, the following: maintaining independence, communication, transportation, supervision, and medical care.
  - a. The number of licensed professionals available to provide health and mental health services in shelters is extremely limited due to both the general shortage of medical workers in the state, and the fact that many healthcare workers are obligated to report to hospitals or other medical facilities in an emergency.

Medical support available at shelters will be minimal. At least one licensed health care worker should be assigned to each facility. However, the available supplies will likely limit them to basic first aid and surveillance.

- b. In addition to a lack of medical personnel, most shelters do not have a backup power source and may not be able to provide electricity, refrigeration or water for individuals who have medical needs or devices that require those services.
  - c. The state's homeless population is expected to represent a significant number of those seeking emergency shelter, particularly in areas where large homeless communities are concentrated. Homeless individuals likely will not have the resources to equip themselves with 14 days of emergency supplies. In addition, past shelter operations in the state have demonstrated this community has a greater need for basic medical services and mental health support, which are available on a very limited basis in hurricane shelters.
4. County shelter plans should address available resources as well as policies, practices and procedures that should be implemented or modified to address the needs of these populations.

## 1.4 ASSUMPTIONS

1. Counties will determine when and which hurricane evacuation shelters to open.
2. Hurricane evacuation sheltering will require the combined efforts and resources of multiple agencies from county and state government, non-profit organizations and the private sector. County and state governments will have agreements in place with identified partners that address what resources they can provide and how they can be activated.
3. Public schools will be the primary facilities used for hurricane evacuation shelters.
4. Every effort will be made to close hurricane shelters at public schools quickly and open post-impact shelters at other facilities, but this transition may be delayed by damage to post-impact shelters and/or roadways that are unsafe or closed due to debris.
5. Public messaging will emphasize that hurricane evacuation shelters offer some protection but are intended to be used as a last resort option for community members without safer evacuation alternatives. Public messaging will also emphasize that no services or supplies will be provided and instruct residents to bring personal supplies to meet their basic needs.
6. Not all residents will report to the shelters with sufficient essential supplies to last them through the duration of their time in the shelter.

7. Shelter capacity estimates are based on 10 square feet of space per person. Actual space provided may vary based on safety considerations at the time of the event or to accommodate residents who need more space due to a disability or other access or functional need.
8. Large hotels that can safely do so will shelter their guests in place. Visitors from smaller hotels, hostels, camp grounds and private homes and condos will seek public shelter.
9. The number of people seeking shelter will increase with the forecasted intensity of the hurricane.
10. Many hurricane shelter facilities will require just-in-time modifications to improve accessibility for individuals with disabilities and others with access and functional needs.
11. Medical services available at hurricane evacuation shelters will be limited to basic first aid.
12. Some general population shelters will have pet shelters co-located at the same facility and managed as a separate shelter with its own team of workers from an animal welfare partner agency.
13. The types of animals accommodated in pet shelters will be those that meet the definition of a “pet” under state law and as defined in this plan.
14. Pet owners will arrive with pets at non-pet shelters.
15. Mutual aid between counties to support hurricane evacuation shelters will not be available in the pre-impact period as the uncertainty of the forecast track will require all available local resources to support their home jurisdiction.
16. In the event a hurricane or tropical storm makes landfall, shelters will experience disruptions of power, water and communications, and backup systems will not be available in almost all cases.

## 2 CONCEPT OF OPERATIONS

### 2.1 GENERAL

1. Public hurricane evacuation shelters are intended to be a last resort option for residents and visitors without a safer place to go. The state and counties use the following language to describe hurricane evacuation shelters to the public:

*While public hurricane/tropical cyclone/storm evacuation shelters offer some protection from high winds and flying debris, they are intended to be a last resort for residents and visitors without safer options to use at their own risk. In almost all cases, the identified evacuation shelters HAVE NOT been designed or hardened for winds greater than a severe tropical storm. These shelters are, however, a safer option than remaining in areas prone to flooding or storm surge inundation, on exposed ridge lines or in older homes with wood frames or single wall construction. Whenever possible, the public should plan to shelter in place or with family or friends in homes outside of these hazard areas that were designed, built or renovated after the dates below.*

*Kaua'i: Plans dated 1992 or later; built 1993 or after*

*O'ahu: Plans dated 1994 or later; built 1995 or after*

*Maui: Plans dated 1994 or later; built 1995 or after*

*Big Island: Plans dated 1993 or later; built 1994 or after*

*Home owners are also encouraged to retrofit their homes to make them less likely to be damaged and safer for sheltering. Refer to the [Homeowner's Handbook to Prepare for Natural Hazards](#) for more information.*

2. Primary responsibility for sheltering rests with the counties. Under the overall direction and control of the mayor, county emergency management agencies are responsible for people and pet shelters, including pre-incident planning, selecting shelter sites, notifying the public and coordinating with local partners to provide staff and support.
3. Under the overall direction and control of the Governor, the state emergency management agency establishes guidelines for shelters prior to an event. During an event, the role of the state is to support the county when needed resources have been expended or a needed capability does not exist locally.
4. The state's planning and response for shelter operations of all types is coordinated through State Emergency Support Function (SESF) #6 – Mass Care, Emergency Assistance, Housing and Human Services.

- a. The SESFs are groupings of state departments, NGOs and private sector agencies into functional areas most commonly needed on a disaster. Pre-event, SESF #6 agencies lead state planning efforts for sheltering. During an event SESF #6 agencies activate to coordinate resources requested by counties.
- b. Because the Departments of Education and Health only exist at the state level, these agencies coordinate directly with the counties on hurricane evacuation shelter planning and assign representatives assigned to county EOCs in addition to SESF #6 at the state level.

Refer to **Attachment 1** for the current version of the **COUNTY HURRICANE EVACUATION SHELTER PLAN TEMPLATE**.

## 2.2 OPERATIONAL PHASES

1. This section provides an overview of the sequence of actions related to hurricane evacuation sheltering before, during and immediately after a hurricane, and the priorities for sheltering during each phase.

### 2.2.1 PHASE 1: PRE-INCIDENT

#### 2.2.1.1 PHASE 1A: NORMAL OPERATIONS

1. During normal operations, county and state emergency management agencies and their mass care partners develop, train and exercise shelter plans and address identified gaps.
2. In collaboration with local partners, counties should develop plans that address or reference Standard Operating Procedures (SOPs) for hurricane evacuation shelter facilities for both people and pet shelters. A **County Hurricane Evacuation Shelter Plan Template** has been developed by the state that counties may use to develop their plans.
  - a. County plans should address the following issues related to shelter operations
    - i. Procedures for opening the facility.
    - ii. Provisions for registering, screening and tracking shelter populations.
    - iii. Reporting requirements and reporting processes.
    - iv. Termination of hurricane evacuation shelter operations and closure of the facility.
    - v. Plans for supporting unique needs of vulnerable populations.
  - b. Many of these procedures may be contained in manuals developed by partner agencies, which can simply be referenced as part of the county's plan. For example, the Red Cross and local Humane Society may have well-developed shelter operations manuals for their volunteers.
  - c. Some existing procedures, however, may need to be localized or expanded with more specific information on the county's plan or processes.



3. To prepare for hurricane evacuation sheltering during this phase, a major line of effort is maintaining and expanding the inventory of available shelter space, which includes the following activities:
  - a. Management of the Hurricane Retrofit program.
  - b. Identification and evaluation based on structural considerations.
  - c. Conducting non-structural surveys of identified shelter sites to confirm available space and accessibility of the facility.
4. HI-EMA maintains a list of public facilities, buildings and rooms that identifies the level of protection and risk each area offers. This list is circulated to response partners on a regular update schedule and evaluated by county emergency management agencies who ultimately determine which locations to add to their local shelter inventory.

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#### 2.2.1.2 PHASE 1B: ELEVATED THREAT

1. Notice-events provide is sufficient warning or build-up prior to the onset of emergency conditions to allow for evaluation of the threat and preparations to mitigate its impact.
2. When tropical storm force winds cross the 140° line, or Hawaii is within storm's the 5-day track, the state enters the elevated threat phase.
3. As a hurricane approaches the state, the counties, in coordination with their partners, begin discussions about whether, where, when and how many shelters might be needed. Initial coordination of shelter resources, such as staff and supplies, is initiated.
4. At the state level, HI-EMA activates the State Emergency Operations Center (SEOC) and coordinates with SESF #6 agencies to ensure readiness to support any support requests from the counties.
5. All emergency management agencies and shelter partners disseminate public information that hurricane evacuation shelters will not have supplies and urging at least 14 days of supplies for individuals and pets.

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#### 2.2.1.3 PHASE 1C: CREDIBLE THREAT

1. The credible threat phase begins 48 hours before tropical storm force winds are forecasted to impact the state and ends when the storm makes landfall or fails to impact to the state.
2. Priorities during this phase are opening shelters, deploying resources and notifying the public of shelter locations.
3. The county notifies the public of where and when hurricane evacuation shelters will open and which shelters can accommodate pets.
4. Shelters open prior to the onset of damaging winds.

5. If a county and its shelter partners exhaust or do not possess a required shelter resource, the county EOC requests support from the state Emergency Operations Center (SEOC) through the online WebEOC platform.
  - a. Pre-identification of anticipated resource requests by counties as part of a joint planning effort with the state is critical to ensuring the state can meet the request. The state's ability to provision unexpected resources from sources within the state or via deployment of federal assets will be constrained by the short window of time proceeding landfall.

## 2.2.2 PHASE 2: RESPONSE

### 2.2.2.1 PHASE 2A: IMMEDIATE RESPONSE

1. The immediate response phase begins once the National Weather Service cancels all storm watches and warnings. The county mayor will determine when it is safe to issue an "all clear" to the public to let people know it is safe to leave wherever they were sheltering for the storm.
2. The priority during this period is on stabilizing the incident and life safety. For sheltering, rapid assessments to determine the condition of facilities and their safety for occupancy will be the focus, along with identifying and addressing any life-threatening injuries or medical conditions in the shelters.

### 2.2.2.2 PHASE 2B: LIFE SUSTAINING RESPONSE

1. Once life-saving response operations are completed, the priority is to close hurricane evacuation shelters as quickly as possible, particularly those located in schools so that classes can resume.
2. If there are continuing needs for shelter post-landfall due to damage, post-impact shelters will open in other public and private facilities with agreements in place to serve as public shelters. The counties and their partners will determine the number and location of post-impact shelters to open.
3. Though the response to the overall disaster will continue beyond this phase into a period of sustained response and a transition to a recovery phase, hurricane evacuation shelter operations will end at the life sustaining response period begins.

## 3 GUIDELINES FOR IDENTIFYING HURRICANE EVACUATION SHELTER SPACE

The section provides state guidance and procedures related to the designation of facilities as hurricane evacuation shelter sites. It also provides recommendations for allocating space for specific shelter functions within facilities selected as hurricane shelters.

### 3.1 RESPONSIBILITIES FOR IDENTIFYING HURRICANE EVACUATION SHELTERS

1. The counties are responsible for determining which facilities will serve as hurricane evacuation shelters, both for people and for pets. Counties should use structural and non-structural selection guidance referenced or provided in this document to inform the selection process.
2. The Hawaii Emergency Management Agency runs the state's Hurricane Shelter Retrofit program, which funds construction projects to harden existing buildings to serve as hurricane shelters. The state maintains an inventory of all facilities and buildings that have been evaluated or retrofitted through this program and provides this information to the counties.
3. The information provided by the state to the counties on potential hurricane evacuation sites is only to help inform local decision makers responsible for designating shelter locations. The state does not designate or certify facilities as hurricane evacuation shelters.
4. The information provided to the counties will include the following statement to ensure the intent of the information provided by the state is clear to all shelter stakeholders:

*The survey provides information that can be used by local emergency management and their hurricane evacuation shelter partners, along with other local preferences or conditions, in developing a local public shelter strategy (new construction, retrofitting/mitigation, etc.) and selection of public shelters. The Hawaii Emergency Management Agency (HI-EMA) doesn't certify, approve or designate public hurricane shelters. The survey only includes review of available construction documents and specifications, product reports and certifications, map products, applicable written statements/reports, and non-destructive observation of building conditions. There may be unobservable conditions or inaccuracies in the reviewed documents that could significantly affect the findings of the survey. HI-EMA doesn't confer nor imply any warranty of use or suitability for the work performed.*

## 3.2 HURRICANE SHELTER RETROFIT PROGRAM

1. The Hurricane Shelter Retrofit Program managed by HI-EMA uses Capital Improvement Project (CIP) funds appropriated by the state legislature to fund construction projects to harden public facilities for use as hurricane evacuation shelters.
2. Retrofitted facilities may be either state owned or county owned.
3. Retrofit projects completed as part of this program should harden buildings to the minimum standard or higher as described in the current version of the ***State of Hawaii Structural Guidelines for Hurricane Evacuation Shelters***.
4. HI-EMA will work with the counties to identify geographic areas and/or specific facilities that should be prioritized for retrofit projects funded through this program.

Refer to **Attachment 2** for the current version of the ***STATE OF HAWAII STRUCTURAL GUIDELINES FOR HURRICANE EVACUATION SHELTERS***.

## 3.3 HURRICANE SHELTER STRUCTURAL GUIDELINES

1. Buildings utilized as public hurricane evacuation shelters should comply with minimum recommendations in the current version of the ***State of Hawaii Structural Guidelines for Hurricane Evacuation Shelters*** document issued by HI-EMA under the signature of the Administrator.
  - a. These guidelines apply to all general population hurricane evacuation shelters and any pet shelters co-located at these facilities.
2. The recommendations contained in the document are based on input from a **SPECIAL ADVISORY GROUP ON SHELTER STRUCTURAL STANDARDS**, which is comprised of technical experts and emergency management professionals.

## 3.4 SPACE IDENTIFICATION: OPERATIONAL AND PLANNING CONSIDERATIONS

### 3.4.1 HURRICANE SHELTER SURVEY (NON-STRUCTURAL)

1. Non-structural surveys should be conducted of facilities identified for hurricane evacuation sheltering to determine facility accessibility, room dimensions and to designate areas for shelter activities such as registration, first aid/quiet rooms, pet shelter or emergency pet holding areas.
  - a. Surveys should be conducted using the ***Hurricane Evacuation Survey Form (Non-Structural)***.
2. Survey conductors should use guidelines provided in this section to determine the most suitable locations for the above shelter functions.

Refer to **Attachment 4** for the current version of the ***HURRICANE EVACUATION SURVEY FORM (NON-STRUCTURAL)***.

### 3.4.1.1 SURVEY FREQUENCY

1. **INITIAL ON-SITE SURVEY:** An initial survey should be conducted when the facility is added to the usable hurricane shelter inventory using the *Hurricane Evacuation Survey Form (Non-Structural)*.
2. **ANNUAL ELECTRONIC SURVEY:** An electronic survey will be sent to facilities annually by HI-EMA that asks for verification of information on file and confirmation the no major changes have occurred at the facility.
3. **SITE VISITS:** Physical site visits to the facility should be conducted every three years at a minimum.
4. **ON-SITE SURVEY TEAMS:** Every effort will be made to ensure on-site shelter survey teams include participants from the Red Cross, Human Society, Department of Health and an agency that can advise on accessibility issues. The intent of these surveys is to determine room availability and capacity as well as accessibility of the areas to be used during shelter operations.
  - a. However, due to the large number of shelters that require re-surveying and the need to work around the school schedule for many facilities, if a multi-agency team cannot be easily assembled the Red Cross may take the lead in conducting these on-site surveys in coordination with the county emergency management agency.

### 3.4.1.2 STANDARDIZED SURVEY CAPACITY CALCULATIONS

To standardize estimates of usable square feet, the following standard calculations should be used for the percentage of total square feet usable for sheltering.

SHELTER SURVEY CAPACITY FACTORS BASED ON ROOM TYPES		
Room Type	% of Square Feet Usable for Sheltering	Comment
Auditorium/Multipurpose	85	
Band/Music Room	80	
Cafeteria	90	May also be applied to auditoriums without seats
Classroom; Standard	75	
Classroom; Specialty	65	Art, computer, science, special education
Gym/Wrestling Room	95	
Hallway/Stairwell	85	
Library	50	
Locker Room	50	
Shop	50	
Staff Room/Teacher's Lounge	65	
Storage	0	
Weight Room	65	



### 3.4.2 NON-STRUCTURAL CONSIDERATIONS FOR GENERAL POPULATION HURRICANE SHELTER SPACE

#### SHELTER CAPACITY AND SPACE ALLOTMENTS

1. It is recommended that shelter capacity for general population hurricane evacuation shelters be calculated using 10 square feet per person based on usable space.
  - a. This calculation is below the national standard for evacuation shelters but is necessary in Hawaii due to the shortage of hardened facilities and anticipated numbers of evacuees.
2. People who use wheelchairs, lift equipment, a service animal, and personal assistance services can require up to 100 sq./ft.

#### ROOMS TO AVOID USING

1. It is advisable that the following types of rooms are be used as a last resort:
  - a. Rooms with substantial, dangerous, expensive equipment. E.g. Libraries; Computer Labs; Chemistry Labs; Shops.
  - b. School Administration Offices.

#### RESTROOMS

- The following are recommendations for restrooms facilities available to the shelter population. Many facilities used for hurricane evacuation sheltering may not meet these guidelines, but they may be helpful in prioritizing which of the designated shelter areas to use first.
1. One handwashing/lavatory fixture with clean water for every 15 people.
  2. One toilet for every 20 people. A minimum of 1 toilet for every 6 persons be accessible for people with disabilities.
  3. If the facility does not meet these guidelines, or restrooms can only be accessed by exiting the building, a hygiene supply plan should be developed for the shelter to mitigate the potential impacts of unreachable or inadequate restroom facilities.



3.4.2.1 FIRST AID/QUIET AREA

An area should be designated in each shelter where an assigned medical worker can provide basic first aid. This area can also serve as a designated quiet space for anyone experiencing behavioral health issues.

<p><b>PLANNING FACTORS AND SPACE</b></p>	<ol style="list-style-type: none"> <li>1. The selected room should hold at least 20 people based on a 40 sq./ft. per person calculation.</li> <li>2. During operations people with wheelchairs or other equipment may be provided up to 100 sq./ft. as required.</li> </ol>
<p><b>REQUIRED FEATURES</b></p>	<p>The area selected as the 1<sup>st</sup> aid/quiet area should:</p> <ol style="list-style-type: none"> <li>1. Comply with the state’s <i>State of Hawaii Structural Guidelines for Hurricane Evacuation Shelters</i>.</li> <li>2. Be accessible to people with disabilities and others with functional or access needs.</li> <li>3. Be free of toxic or flammable material or dangerous equipment.</li> <li>4. Be located on the first floor.</li> </ol>
<p><b>PREFERRED FEATURES</b></p>	<p>The following are preferred features of the 1<sup>st</sup> aid/quiet area, <b>BUT ARE NOT REQUIRED</b>. They are listed in order of importance.</p> <ol style="list-style-type: none"> <li>1. Generator or transfer switch in building that can power medical devices.</li> <li>2. Refrigeration.</li> <li>3. Located near registration (if possible).</li> <li>4. Room has partition for privacy.</li> <li>5. Running Water.</li> <li>6. Free of clutter.</li> <li>7. Road access.</li> <li>8. Accessible restroom in the room.</li> </ol>
<p><b>TYPES OF ROOMS TO CONSIDER</b></p>	<p>The following types of rooms may be suitable assuming they meet the structural criteria outlined in the <i>Hurricane Evacuation Shelter Facility Selection Guidelines</i>:</p> <ol style="list-style-type: none"> <li>1. Special Education Rooms.</li> <li>2. Home Economic Rooms.</li> <li>3. School’s Health Aid Rooms.</li> </ol>



### 3.4.3 NON-STRUCTURAL CONSIDERATIONS FOR HURRICANE PET SHELTER SPACE

#### PLANNING FACTORS AND SPACE

#### PET SHELTERS

1. Counties will determine which facilities to officially designate as pet shelters. Public hurricane evacuation pet shelters will primarily be co-located at sites where a separate 'people' shelter for the general population is established. Official pet shelters will be managed by a different agency or team than the one overseeing the general population shelter.
2. Pet shelter space should be identified for 20% of the pet owning population, if possible.
  - a. Counties may want to designate additional pet space in rural areas where pet ownership may be higher.
3. Pet shelters locations should be geographically dispersed.
4. The following calculation will be used to determine the number of animals that can be accommodated in a pet shelter area:
  - a. Three pets per 12 square feet of usable space.
  - b. This calculation assumes animals are in crates and crates can be stacked.
5. Pet shelter managers should understand the estimated capacity of the pet shelter is an estimate only for planning purposes. Actual capacity will vary based on the size of the animals in the shelter and their crates.

#### EMERGENCY PET HOLDING AREAS

1. Facilities not officially designated as pet shelters should have an emergency pet holding area identified.
  - a. Emergency pet holding areas are areas at non-pet shelters that *may* be used to handle people arriving with pets *if necessary*. They are intended for use in the event an evacuee shows up with a pet and cannot safely be relocated to an open and staffed pet shelter.
  - b. County plans will provide guidance on when these areas should be used versus when people should be referred to a pet shelter
  - c. Unlike officially designated pet shelters, emergency pet holding areas will not be staffed with shelter workers and pet owners will remain with their pets in the holding area. Pet owners will be expected to maintain sanitary conditions in the holding area.
2. It is recommended that the Emergency Pet Holding Area be able to accommodate at least 15 people with pets using a calculation of 15 square feet per person.



**PRIORITY  
FEATURES OF  
ALL PET  
AREAS**

1. Specific rooms of identified facilities to use for pet sheltering will be done as part of the shelter survey process using guidance provided in this document. All areas selected for sheltering should:
  - a. Comply with the state’s *State of Hawaii Structural Guidelines for Hurricane Evacuation Shelters*.
  - b. Be free of toxic or flammable material or dangerous equipment.
  - c. Be located on the first floor and accessible to pet owners and others with functional or access needs.
  - d. Located in a building used as a ‘people shelter’ so owners do not have to move between buildings in dangerous conditions to care for pets.

**PREFERRED  
FEATURES OF  
ALL PET  
AREAS**

1. The following are preferred features of both hurricane evacuation pet shelters and emergency pet holding areas, **BUT ARE NOT REQUIRED**. They are listed in order of importance.
  - a. One large room that can accommodate all pets is preferable to separate, smaller rooms. If multiple rooms are identified they should be as close as possible to one another.
  - b. Allows easy access to a designated outdoor space for walking/relieving pets. A small grassy or dirt area is preferred for the designated outdoor space.
  - c. Running water in or near the pet area, such as a hose or a sink (assuming water service has not been impacted by the event).
  - d. Visual barriers, such as walls or shelving that can be used to keep animals of different species from being able to see one another.
  - e. Cement floors or tile with drains.
  - f. Triage or isolation area for sick/injured pets.

**TYPES OF  
ROOMS TO  
CONSIDER**

1. The following types of rooms may be suitable for pet sheltering assuming they meet the structural criteria outlined in the *Hurricane Evacuation Shelter Facility Selection Guidelines*:
  - a. Locker rooms.
  - b. Shop areas of public schools (assuming all dangerous equipment is removed).

<b>ANIMAL CARE DUTIES</b>	<ol style="list-style-type: none"> <li>1. Pet owners are responsible for providing all supplies required to care for their animal, including a crate.</li> <li>2. Pet owners are responsible for caring for their animals, unless the owner is prevented from doing so by a disability or other special need. Owners' responsibilities include: <ol style="list-style-type: none"> <li>a. Providing their animals with food and water.</li> <li>b. Cleaning their animals' cages as needed.</li> <li>c. Taking their dogs to the dog relief area.</li> <li>d. Administering all regular medications to their animals.</li> </ol> </li> <li>3. An outdoor space should be identified by pet shelter staff as a "dog relief area," as well as a n area within the shelter to be used when it is no longer safe to be outdoors. <ol style="list-style-type: none"> <li>a. Pet owners are responsible for laying down fresh newspapers for indoor areas, but shelter staff should clean these areas regularly to prevent the spread of disease and to reduce the presence of unpleasant odors.</li> </ol> </li> </ol>
<b>AGGRESSIVE ANIMALS</b>	<ol style="list-style-type: none"> <li>1. Shelter managers should enforce several shelter rules to reduce the risk of bites and other injuries: <ol style="list-style-type: none"> <li>a. Aggressive animals should be handled only by their respective owners or trained staff member.</li> <li>b. All animals on shelter property should be leashed or confined at all times.</li> <li>c. Pet owners should not handle or touch pets other than their own.</li> </ol> </li> <li>2. Shelter managers should consider posting these and all other shelter rules on signs throughout the shelter. This practice helps to reinforce the rules and to increase compliance during shelter operations.</li> </ol>
<b>PET SHELTER ACCESS</b>	<ol style="list-style-type: none"> <li>1. Pet shelter access should be limited to the shelter staff and pet owners who have been designated to care for their animals.</li> <li>2. Limiting shelter access reduces the number of people in the pet shelter, which decreases animals' stress levels and benefits shelters with limited floor space. Limiting access also increases security by preventing and deterring the presence of unauthorized persons.</li> <li>3. Restricting the presence of children in the pet shelter can also help prevent potentially dangerous incidents and to improve overall compliance with shelter rules.</li> <li>4. If required, pet shelter access control can be facilitated by scheduling designated visiting and care hours for the pets.</li> </ol>

## 4 ROLES AND RESPONSIBILITIES

This section identifies the statutory responsibilities for sheltering in the State of Hawaii as well as state level partners and agencies that have a role in supporting shelter operations in state plans. Additional agencies involved in supporting hurricane evacuation shelter operations should be identified in county plans.

### 4.1 COUNTY GOVERNMENT RESPONSIBILITIES

1. The state's emergency management statute, Hawaii Revised Statute (HRS) Chapter 127A, assigns responsibility for sheltering people and pets to the counties.

#### 4.1.1.1 ON AN ONGOING BASIS

Prior to an event, counties have the following responsibilities related to hurricane evacuation sheltering:

1. Giving input to priorities for the state's hurricane shelter retrofit program, to include the identification of new facilities that should be considered.
2. Designating potential hurricane evacuation shelter locations for people and pets that comply with state hurricane shelter guidelines.
3. Establishing and maintaining partnerships, MOUs or emergency contracts with agencies that can support in the form of personnel, equipment or supplies for hurricane evacuation shelter operations.
4. Tasking county agencies with hurricane shelter support duties and coordinating relevant training to support that mission.
5. Developing, maintaining and exercising plans for hurricane evacuation sheltering.

#### 4.1.1.2 DURING AN EVENT

During an event, county responsibilities include coordination of the following support for hurricane evacuation shelter operations in conjunction with their shelter partner agencies:

1. Alerting partners to an approaching hurricane threat.
2. Determining which shelters will open for people and pets and communicating shelter locations to the public.
3. Assigning county personnel to work at shelter locations alongside workers from partner agencies.
4. Reporting shelter openings and closings to the State Emergency Operations Center (SEOC).
5. Coordinating security and, if necessary, traffic control at shelters.

6. Ensuring shelter supplies and equipment are provisioned by shelter partners and/or the county.
7. Provisioning resources and systems to help prevent disease (trash, bathroom supplies).
8. Adhering to all applicable public health laws and regulations.
9. Ensuring access to medical attention and access to emergency medical services should the need exist.

## 4.2 HAWAII EMERGENCY MANAGEMENT AGENCY

1. The Hawaii Emergency Management Agency (HI-EMA) is the emergency management agency for the state and supports the counties with hurricane evacuation sheltering both prior to and during an event.

### 4.2.1.1 ON AN ONGOING BASIS

Prior to an event, HI-EMA has the following responsibilities:

1. **SHELTER GUIDELINES:** The state has the authority to establish guidelines for shelters under Hawaii Revised Statute (HRS) Chapter 127A. HI-EMA develops and maintains the following:
  - a. Structural guidelines for hurricane evacuation shelters based on input from structural engineers, emergency managers and experts in shelter operations.
  - b. Non-structural guidelines for hurricane evacuation shelters based on input from local emergency managers and partners with expertise in shelter operations, pet sheltering and issues related to people with disabilities and others with access and functional needs issues.
2. **PLANNING:** To ensure state readiness to support county requests for support related to hurricane evacuation shelters, HI-EMA does the following:
  - a. Identifies and assigns state departments, NGOs and private sector partners with resources to support hurricane evacuation shelter operations to State Emergency Support Function (SESF) #6 – Mass Care, Emergency Assistance, Housing and Human Services.
  - b. Develops state Mass Care plans and provides input to department and county plans.
  - c. Trains and exercises to promulgate and test plans.
3. **MAINTENANCE AND DEVELOPMENT OF HURRICANE SHELTER INVENTORY**
  - a. Manages the Hurricane Shelter Retrofit Program.
  - b. Coordinates structural surveys of new facilities that could potentially serve as hurricane evacuation shelters.
  - c. Maintains and report the inventory of available hurricane shelters spaces to counties and shelter partners on a regular update schedule.

- d. Assists in the coordination of multi-agency shelter surveys to re-assess and validate shelter information.

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#### 4.2.1.2 DURING AN EVENT

1. When a disaster threatens or impacts the state, HI-EMA is responsible for activating SESF #6 to coordinate the provision of resources requested by affected counties from other state agencies or partners, or by requesting federal support when state resources are not available.

### 4.2.2 AMERICAN RED CROSS

The American Red Cross serves as the state's advisor on Mass Care issues and practices and is a primary agency for Mass Care under SESF #6.

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#### 4.2.2.1 ONGOING BASIS

The Red Cross performs the following functions in support of hurricane evacuation shelters as part of its regular operations:

1. Participates in state and county hurricane evacuation shelter planning efforts.
2. Make recommendations to counties regarding private facilities with current Red Cross shelter agreements that are candidates for evaluation as hurricane evacuation shelters.
3. In partnership with the facility owner and county and state partner agencies, conducts initial and recurrent shelter surveys to assess and validate the availability of buildings and rooms identified for hurricane sheltering and the accessibility of the facility.
4. Recruits and trains volunteers and partner agencies to serve as shelter managers or workers.
5. Coordinates with county emergency management agencies and Department of Education to train government workers and coordinate plans for activating and assigning staff.

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#### 4.2.2.2 DURING AN EVENT

The Red Cross conducts the following activities in coordination with the counties and other local response partners when a hurricane is threatening the state:

1. Participates in discussions to determine which shelters will open for the event.
2. Assigns Red Cross workers to staff the shelters.
3. Provides situation reports and shelter populations to county and state EOCs and in the National Shelter System (NSS).
4. Provides representatives to state and local county EOCs, as requested.

## 4.2.3 DEPARTMENT OF EDUCATION

### 4.2.3.1 ONGOING BASIS

Prior to an event, the state's Department of Education (DOE) has the following responsibilities related to hurricane evacuation sheltering:

1. Participates in state and county hurricane evacuation shelter planning efforts.
2. Identifies staff that will support shelter operations and coordinates training.
3. Coordinates with HI-EMA and counties to give input on facilities being considered for retrofit
4. Notifies HI-EMA when new facilities are being constructed or extensive renovations are being planned for possible hardening projects that can be completed during construction.
5. Facilitates access to schools identified as hurricane shelters for agencies conducting shelter surveys.

### 4.2.3.2 DURING AN EVENT

DOE conducts the following activities in coordination with the counties, SEOC and other local response partners when a hurricane is threatening the state:

1. Gives input into discussions with county and response partners regarding which shelters will open.
2. Activates DOE staff required to support shelters that are opening.
3. Advises principals of facilities to be used as shelters of opening plans and actions necessary to prepare.

## 4.2.4 DEPARTMENT OF HEALTH

### 4.2.4.1 ONGOING BASIS

Prior to an event, the Hawaii Department of Health (HDOH) has the following responsibilities related to hurricane evacuation sheltering:

1. Trains public health workers and licensed Medical Reserve Corps volunteers to provide basic health services in shelters.
2. Develops private sector partnerships and/or emergency contracts as needed to ensure all hurricane evacuation shelters have licensed medical personnel and first aid supplies.
3. Identifies a representative to SESF #6 on the State Emergency Response Team (SERT) to participate in shelter planning efforts and advise mass care partners on medical support and sanitation issues at shelters.
4. Identifies liaisons to each county emergency management agency to support local planning efforts.

#### 4.2.4.2 DURING AN EVENT

HDOH conducts the following activities in coordination with the counties, SEOC and other local response partners when a hurricane is threatening the state:

1. Activates the department's SESF #6 representative.
2. Provides a representative to county EOCs upon request.
3. Activates licensed health workers to provide monitoring and basic first aid in shelters in coordination with counties and other response partners.
4. Deploys first aid supplies to shelters, as requested by counties.

Refer to **Attachment 4** for a copy of the MOU between HI-EMA and HAAWA

#### 4.2.5 HAWAII ASSOCIATION OF ANIMAL WELFARE AGENCIES

1. HI-EMA maintains a MOU with the Hawaii Association of Animal Welfare Agencies (HAAWA). HAAWA provides a representative to the State Emergency Response Team (SERT) to support SESF #6 and serve as the state's subject matter expert on pet sheltering.
2. HAAWA members are county Humane Societies, which maintain local relationships with their county emergency management agencies.

##### 4.2.5.1 ONGOING BASIS

1. Participates in state and county hurricane evacuation shelter planning efforts.
2. Recruits and trains volunteers and partner organizations to serve as pet shelter managers.
3. Identifies private sector capabilities and resources to facilitate the delivery of services, technical assistance, expertise, and other support prior to, during, or after an emergency or disaster.

##### 4.2.5.2 DURING AN EVENT

1. Gives input into discussions with county and response partners regarding which shelters will open.
2. Staffs hurricane evacuation pet shelters with volunteers to register pets and supervise the pet shelter area.

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# 5 ORGANIZATION

## 5.1 HURRICANE SHELTER STAFF STRUCTURE

1. This section details State guidance and county planning considerations for hurricane evacuation shelter staffing and organization.

### 5.1.1 GENERAL POPULATION STAFF POSITIONS AND TRAINING REQUIREMENTS

1. County plans should identify positions to be staffed and related training requirements t in hurricane evacuation shelters or refer to partner agency guidelines.
2. The following are State recommendations that counties are encouraged to incorporate.

Position	Description	Training
<b>Shelter Manager</b>	A shelter manager is responsible for providing supervision and administrative support at a shelter facility, which includes management of supervisors and workers, and is ultimately accountable for all activities and all workers within a shelter. The shelter manager ensures that the shelter is a safe place for clients and staff.	<p><u>Required</u></p> <ul style="list-style-type: none"> <li>• Introductory shelter course to include segment on hurricane evacuation sheltering in Hawaii. Training provider to be determined by the county.</li> </ul> <p><u>Preferred</u></p> <ul style="list-style-type: none"> <li>• Shelter management course.</li> <li>• ICS 100, 200, 700, 800</li> <li>• IS 10 – Pet Sheltering</li> </ul>
<b>Shelter Worker</b>	A worker is responsible for completing the day-to-day activities within a shelter. All workers report to a shelter manager or shift supervisor at the shelter. Although a worker may be asked to perform a specific task, it's important to be mindful of meeting individual client's needs, which may require flexibility in work assignments. Reports to the Shelter Manager.	<p><u>Required</u></p> <ul style="list-style-type: none"> <li>• Introductory shelter course to include segment on hurricane evacuation sheltering in Hawaii. Training provider to be determined by the county.</li> </ul> <p><u>Preferred</u></p> <ul style="list-style-type: none"> <li>• ICS 100, 200, 700, 800</li> <li>• IS 10 – Pet Sheltering</li> </ul>

Position	Description	Training
<b>Facility Representative</b>	<p>The facility representative is identified by the facility own to serve as a liaison to the general population and pet shelter teams.</p> <p>The facility representative works with the shelter team to identify areas not available for use and to handle issues related to the facility operation.</p>	<p><u>Required</u></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><u>Preferred</u></p> <ul style="list-style-type: none"> <li>• Introductory shelter course to include segment on hurricane evacuation sheltering in Hawaii. Training provider to be determined by the county.</li> </ul>
<b>Custodian</b>	<p>Provides janitorial services at the shelter. Reports to the Facility Representative.</p>	<p>N/A</p>
<b>Health Worker</b>	<p>Disaster Health Services assesses clients to determine appropriate care needs and provides basic first aid services. Reports to the Shelter Manager.</p>	<p><u>Required</u></p> <ul style="list-style-type: none"> <li>• Licensed professional: Physician or Doctor of Osteopathy, Registered Nurse, Licensed Practical Nurse, Physician’s Assistant, Emergency Medical Technician or Paramedic, Life Guard and other certified SFA/CPR for the Professional Rescuer</li> <li>• Basic health services training courses provided by Red Cross or other agency identified by the county.</li> <li>• CPR/AED certification</li> <li>• Training that addresses access and functional needs and support individually may need to maintain their independence. Training to be provided by Red Cross or other provider identified by the county.</li> </ul>

### 5.1.2 PET SHELTER TEAM SHELTER STAFF POSITIONS AND TRAINING REQUIREMENTS

1. Requirements for hurricane evacuation pet shelters should also be addressed in county plans. Again, this may be done by referencing or attaching existing procedural or policy documents of partner agencies.

Position	Description	Recommended Training
<b>Pet Shelter Manager</b>	The Pet Shelter Manager is responsible for the overall supervision of the pet shelter and assigned pet shelter staff. This position is the primary liaison with other agency representatives operating in the facility, such as the general population shelter manager and the facility owner's point of contact.	Local Humane Society pet shelter training class.
<b>Pet Shelter Worker</b>	Pet shelter workers assist in the operation of the pet shelter and report to the shelter manager. Duties may include registering pets, monitoring of the pet shelter and controlling access, organizing the shelter setup and ensuring a safe and sanitary environment.	Local Humane Society pet shelter training class.

## 5.2 ADMINISTRATIVE REQUIREMENTS FOR SHELTER WORKERS

### 1. CRIMINAL BACKGROUND CHECKS

- a. As shelters contain many vulnerable populations and shelter workers are seen as trusted agents, all agencies providing staff to any emergency shelter in the state should ensure individuals assigned have successfully national criminal background check.
- b. Individuals who have not completed a background check should not work unsupervised in any area of the shelter or with any vulnerable population, particularly minors.

### 2. BADGING/CREDENTIALING

- a. Given that many different agencies and individuals work together for the first time in a shelter, the shelter manager will require a way to identify who is a trained and certified shelter worker.
- b. County shelter plans should identify any badging/credential requirements in place to verify people identifying as shelter workers can confirm their identity and are recognizable to shelter residents as part of the shelter team.

### 5.3 SHELTER STAFFING MATRIX



#### 5.3.1.1 PET SHELTER STAFFING MATRIX: 0 TO 50 PET OWNERS

0 to 50 Pet Owners	MINIMUM Staff PER SHIFT (12 hrs)	TOTAL MINIMUM Staff PER SHELTER	IDEAL Staff PER SHIFT (12 hrs)	TOTAL IDEAL Staff PER SHELTER
Manager/Shift Supervisor	1	2	1	1
Worker	1	2	2	4



#### 5.3.1.2 PET SHELTER STAFFING MATRIX: 50+ PET OWNERS

More than 50 pet owners	MINIMUM Staff PER SHIFT (12 hrs)	TOTAL MINIMUM Staff PER SHELTER	IDEAL Staff PER SHIFT (12 hrs)	TOTAL IDEAL Staff PER SHELTER
Manager/Shift Supervisor	1	2	1	1
Worker	2	4	4	8



#### GENERAL POPULATION STAFFING MATRIX: 0 TO 500 PERSON SHELTER

0 to 500 Capacity	MINIMUM Staff PER SHIFT (12hrs)	MINIMUM Staff PER SHELTER
Manager	1 total	1
Supervisor	1	2
Shelter Worker	5 + 1 per additional building	10 + 2 per additional building
Health Worker	1 total	1
Facility Rep	1 total	1
Custodian*	1 total	1 total
HAM Radio Operators	0	0
<b>Total</b>	<b>10 + 1 per additional building</b>	<b>16 + 2 per additional building</b>



## 5.3.1.3 GENERAL POPULATION STAFFING MATRIX: 500 TO 1000 PERSON SHELTER

500 to 1000 Capacity	MINIMUM Staff PER SHIFT (12hrs)	MINIMUM Staff PER SHELTER
Manager	1 total	1
Supervisor	1	2
Shelter Worker Registration	5 + 1 per additional building	10 + 2 per additional building
Health Worker	1 total	1
Facility Rep	1 total	1
Custodian*	1	2
HAM Radio Operators	1 total	1
<b>Total</b>	<b>11 + 1 per additional building</b>	<b>17 + 2 per additional building</b>



## 5.3.1.4 GENERAL POPULATION STAFFING MATRIX: 1000 TO 2000 PERSON SHELTER

1000 to 2000 Capacity	MINIMUM Staff PER SHIFT	MINIMUM Staff PER SHELTER
Manager	1 total	1
Supervisor	1	2
Shelter Worker	5 + 1 per additional building	10 + 2 per additional building
Health Worker	1 total	
Facility Rep	1	2
Custodian*	2	4
HAM Radio Operators	1	2
<b>Total</b>	<b>12 total + 1 per additional building</b>	<b>21 total + 2 additional per building</b>

## 5.3.1.5 GENERAL POPULATION STAFFING MATRIX: 3000 + PERSON SHELTER

<b>3000+ Capacity</b>	<b>MINIMUM Staff PER SHIFT</b>	<b>MINIMUM Staff PER SHELTER</b>
Manager	1 total	1
Supervisor	1	2
Shelter Worker	5 + 1 per additional building	10 + 2 per additional building
Health Worker	1 total	1
Facility Rep	1	2
Custodian*	3	6
HAM Radio Operators	1	2
<b>Total</b>	<b>13 total + 1 per additional building</b>	<b>23 total + 2 additional per building</b>

## 5.3.2 ORGANIZATION OF COUNTY SHELTER OPERATIONS

1. County plans should identify the organization of Mass Care operations in the county EOC and identify the agencies with overall responsibility for coordinating Mass Care.
2. In addition, plans should describe the interface between the county and agencies support hurricane shelter operations.
3. Particularly important is outlining responsibilities for coordination between the EOC and shelter teams, such as who has responsibility for supervision and support of shelter managers, sharing of information regarding the shelter status and how requesting for support from the shelters will be communicated.

## 5.3.3 INTERFACE WITH STATE EMERGENCY SUPPORT FUNCTION #6

1. At the State level, State Emergency Support Function #6 is responsible for support of Mass Care operations and is available to provide technical assistance and resources to counties.
2. County plans should reference who and how the local Mass Care coordinating agency will interface with the SEFS #6 at the State EOC.

## 6 SHELTER SUPPORT AND LOGISTICS

### 6.1 SHELTER SUPPLIES

1. Though hurricane evacuation shelters will be equipped with minimal supplies, there are some commodities that counties are encouraged to provide in conjunction with their partners.
2. Detailed lists of recommended supplies are provided in attachments to this document.
3. Identified supplies fall into the following categories:
  - a. **ADMINISTRATIVE SUPPLIES:** Items such as forms and basic office supplies needed to perform administrative tasks of operating shelters.
  - b. **SANITATION SUPPLIES:** Counties are strongly encouraged to equip shelters with basic sanitation supplies to mitigate environmental health issues that are likely to emerge during shelter operations. Hurricane evacuation shelters may need to accommodate many more people than the facility was designed to support on a day-to-day basis, which can create sanitation issues. For example, there may not be a sufficient number of restrooms, trash receptacles, paper products or hand soap. These issues are likely to be compounded by loss of power and water, which are anticipated if hurricane force winds impact the islands.
  - c. **MEDICAL SUPPLIES:** Though hurricane evacuation shelters will not be equipped to provide health services beyond basic first aid, on-hand supplies that the facility owner makes available to the shelter team will likely be insufficient and require supplement.
  - d. **PET SHELTER SUPPLIES:** Pet owners are expected to arrive at the facility with all supplies required for their pets. However, counties and their partners should plan for a small amount of contingency supplies for pets whose owners do not bring proper equipment to ensure pets can be safely secured.

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# 7 FINANCE AND ADMINISTRATION

## 7.1 FINANCIAL RESPONSIBILITY FOR SHELTER OPERATIONS

1. Provisioning the personnel and supplies needed to operate hurricane evacuation shelters will require the collective resources of multiple agencies. It is important that county hurricane shelter plans detail who has financial responsibility when the resources of these various entities are activated by the county.
2. Written agreements or policies should be established and referenced or attached to plans that outline the approval process, allowable expenses and limits. In cases where state resources will be employed by the counties, these agreements may need to be established jointly between all counties and HI-EMA.
3. In general, communities should assume that costs are the responsibility of the local government unless a Presidential declaration is made.
  - a. **STAFF COSTS:** While non-profit agencies tasked to support shelter operations may provide volunteer resources at no cost, any other personnel costs, such as overtime for government workers tasked to support shelter operations, should be addressed in local plans. Because sheltering is a county responsibility, these are generally absorbed by the local government. Local plans should also reference county or state laws or bargaining unit agreements or issues that address the use of government personnel to support shelter operations.
  - b. **COSTS ASSOCIATED WITH FACILITY OPERATIONS:** Financial responsibility for any shelter facility operating costs and related liability should be addressed in inter-agency agreements and referenced in county plans. Issues to address include responsibility for damage to the facility caused by residents or workers and replacement of any facility-owned commodities used for shelter operations.
4. Local plans should also outline authorities, processes and reporting channels for approving additional expenditures, including supplies, equipment and personnel, that may be needed just-in-time during the event. Plans should address which financial commitments, if any, can be made at the shelter manager level, which can be made by county partner organizations and which will be made in the county EOC.

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## 8 ATTACHMENTS

**Attachment 1**     *County Hurricane Evacuation Shelter Plan Template*

**Attachment 2**     *State of Hawaii Structural Guidelines for Hurricane Evacuation Shelters*

**Attachment 3**     *Hurricane Evacuation Survey Form (Non-Structural)*

**Attachment 4**     Memorandum of Understanding Between the Hawaii Emergency Management Agency and the Hawaii Association of Animal Welfare Agencies