

American Red Cross (ARC)

- The Red Cross alleviates human suffering in the face of emergencies by meeting the immediate disaster caused needs of individuals, families and communities through the provision of life-sustaining services
- The Red Cross shall ensure inclusion of all diverse communities in its disaster services
- Assist and support community leaders, government and relief agencies to organize and execute and effective response strategy to meet immediate disaster-caused needs and coordinate life-sustaining services

American Red Cross Mass Care Introductions

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Responding to Disasters

- From November 1, 2022, until February 1, 2023, the Red Cross has initiated 82 separate disaster relief operations (DROs), including two level 5, three level 4 and 10 level 3 responses. In the same timeframe, we have also executed and completed a four-month level 7 response phase for Hurricane Ian, a category 4 hurricane that made landfall on Cayo Costa, Florida this past September.
- We are currently experiencing the phenomenon we call "acute-to-chronic," which describes how the frequency of big disasters has changed so dramatically in the United States over the past 40 years. In the 1980s we had an average of three "billion-dollar disasters" each year, while over the past five years, we've averaged 18 "billion-dollar disasters" each year: a 6-fold increase.
- Over the past 11 years, we've initiated 21 level 4-7 DROs in the November-January window and 13 of those (or 62%) happened in the past five years, including all the level 5-7 responses. We are now running major operations continuously throughout the calendar year without a break – **"acute" has indeed become "chronic."**

Responding to Disasters

- Nov 2022-Feb 2023
 - Initiated 82 disaster relief operations (DROs)
 - Two level 5, three level 4 and ten level 3 responses
 - Completed a four-month level 7 response for Hurricane Ian
- “Acute-to-chronic” frequency of big disasters resulting in a 6-fold increase over 40 years
 - 1980s US averaged three "billion-dollar disasters" each year
 - Past five years, US averaged 18 "billion-dollar disasters" each year
- For comparison:
 - 2014 through 2015->30 DROs initiated with no events above a level 3
 - Past 11 years->21 level 4-7 DROs initiated in the November-January window; 62% happened in the past five years, including all level 5-7 responses
- Major operations continuously running throughout the calendar year without a break – **“acute” has indeed become “chronic.”**

What is Mass Care?

- Mass Care refers to a wide range of humanitarian activities that provide life-sustaining support to individuals and families who are temporarily displaced or otherwise impacted by a disaster or emergency that disrupts their ability to provide for their basic needs
- Mass care services begin as soon as a disaster is imminent or occurs and continue through the recovery phase
- In general, mass care services include sheltering, feeding, distribution of emergency supplies, recovery casework, pet sheltering, reunification, health and mental health services, and spiritual care

What is the Process for Notifications?

- How do you notify the Red Cross if you need assistance for sheltering or other emergencies?
 - Emergency Managers or Incident Commanders will call 833-583-3111 to report the New Event
 - This will trigger the National Red Cross dispatch to create a New Event. This will also alert the local Disaster Action Team to jump into action
 - After the event is established, any new updates must be communicated to the local duty officer at 406-215-1514

Red Cross RC View National Shelter System (NSS)

- The NSS is used operationally for tracking, supporting, and reporting on shelters and evacuation centers
- The database is owned and operated by the Red Cross, and data from this system is used by relevant government jurisdictions, and other non-governmental organizations to plan for, organize, and coordinate the resources necessary to support the needs of the communities
- It is a web-based and (GIS) portal used pre-disaster and during an operation
 - During pre-disaster, it serves as a centralized database of all surveyed facilities that could potentially be used as shelters in each county
 - Red Cross conducts facility surveys every three years
- Do we have to use an approved shelter in NSS? The answer is No. There may not be any surveyed shelters in a community. This will be a good time to identify any local community centers or faith-base organizations that could become a shelter.

Types of Shelters

- The most common Red Cross shelter is a congregated shelter
 - Standard/Short Term Shelter, typically lasting two weeks or less
 - Long-term Shelters, lasting more than two weeks
- Emergency Evacuation Shelters provide a safe place to congregate while a major storm passes
- Non-Congregate Shelters provide alternatives for incidents when conventional congregate sheltering methods are unavailable or overwhelmed, or longer-term temporary sheltering is required. Types may include hotels and dormitories.
- Partner-Managed Shelters
- Independently Managed Shelters

ARC Mass Care: Sheltering

- ARC Shelters will provide water, food, comfort, sleeping accommodations in a caring, safe environment for those impacted by disaster-related events
- Shelter services meet the short-term housing needs of those impacted by disasters
- These shelters are designed to open within two hours of notification. Also, geography and number of volunteers will dictate the opening time

ARC Mass Care: Sheltering

- Access to food and water that meet their basic dietary and cultural requirements
- Access to basic hygiene and dignity
- Access to confidential and personalized Disaster Health Services and Mental Health Services
- Assisting clients with access and functional needs
- Access to child-friendly space in the shelter
- Access to pet sheltering

ARC Mass Care: Pet Sheltering

- All service animal are welcome in Red Cross shelters
- Where can household pets be located?
 - Red Cross will co-locate pet at shelters whenever feasible
 - Household pets will not be allowed in the dormitory
 - When co-locating pets isn't possible because of space limitations, work with a capable partner agency
 - Work with your local emergency management to determine a reasonable short-term solution

ARC Mass Care: Pet Sheltering

- Definition of household Pets
 - This includes typical housed inside pets. Cats, dogs, hamsters, guinea pigs, rabbits, fish, caged birds, rodents, reptiles (lizards, and non-venomous snakes housed in enclosures).
- Definition of large animals/livestock
 - Goats, pigs, chickens, alpacas, llamas, horses, ponies, cows and other farm animals

ARC Mass Care: Feeding

- Feeding
 - ARC will procure and deliver prepared meals from local restaurants, caterers, or institutions
 - Deliver prepared shelf stable meals such as heater meals or Meals Ready-to-Eat
 - Procure and deliver premade snacks and beverages
 - Prepare and deliver meals at fixed or mobile kitchens
 - Provide canteen services to first responders (Partnership with the Salvation Army)

ARC Mass Care: Disaster Health Services

- Disaster Health Services (DHS)
 - DHS addresses the unmet disaster-related health needs of impacted individuals, families, and communities
 - Assists in finding resources which may include Red Cross financial assistance and referrals to community resources
 - Partnering with community, state and federal agencies to fulfill the needs of clients and build community resilience

ARC Mass Care: Mental Health Services

- Disaster Mental Health Services (DHS)
 - DMH addresses the emotional needs of impacted individuals, families, and communities
 - Provides targeted mental health interventions, including secondary assessment and referrals, crisis intervention, and advocacy
 - Administering financial support to assist individuals and families in accessing longer-term mental health services
 - Partnering with community, state and federal agencies to fulfill the needs of clients and build community resilience

ARC Mass Care: Disaster Spiritual Care Services

- Disaster Spiritual Care Services
 - Disaster Spiritual Care Services meet the short-term spiritual needs of those directly impacted by disasters
 - Interfaith memorial events and services
 - Referrals to faith-based leaders in the community

ARC Mass Care: Distribution of Relief Supplies

- Distribution of Relief Supplies
 - Providing items essential for basic survival, health and sanitation such as food, water and baby formula
 - Supplies for home cleanup and recovery items such as bleach, work gloves, mops, and buckets
 - Additional items are available based on the specific needs of the impacted individuals and community

ARC Mass Care: Information and Referrals

- Information and Referrals
 - Information on how ARC can help
 - Services offered by government and community partners that are beneficial to client sustainability and recovery
 - Current and upcoming weather conditions
 - Information regarding damage or accessibility to their community or home
 - Information regarding current or potential health risks
 - Reunification information regarding separated friends or family members
 - Agency referrals that include childcare, pet care, food programs, household goods, rental assistance, and long-term housing

ARC Mass Care: Shelter Resident Transition (SRT)

- Shelter Resident Transition Caseworkers
 - Enables shelter residents, the Red Cross, and its partners to identify recovery roadblocks
 - Provides services to address anticipated needs
 - Helps transition clients from an ARC shelter to more sustainable housing solutions
 - SRT financial assistance may only be issued when approved by the Vice President, Disaster Operations and Logistics

Conclusion

- I hope this gives you a better understanding of our role in providing disaster related services to our community
- Thank you for attending
- We welcome any questions

Conclusion

- Notifying ARC
- National Shelter System
- Types of Shelters
- Mass Care Sheltering
 - Pet Sheltering
 - Feeding
- ARC Mass Care Services
 - Disaster Health Services
 - Disaster Mental Health Services
 - Disaster Spiritual Care Services
 - Distribution of Relief Supplies
 - Information and Referrals
 - Shelter Resident Transition