HAMPSHIRE COUNTY REGIONAL SHELTER PLAN

2016 | Concept of Operations

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Plan Purpose and Authority

The purpose of this document is to provide the municipalities of Hampshire County, Massachusetts with a plan for regional sheltering so that they can provide the essential emergency services associated with regional emergency sheltering operations. The objectives of this plan include:

- Meet the public health and safety jurisdictional roles
- Clearly outline the responsibilities of all participating entities
- Ensure the ability of participating entities to address the public health, medical, behavioral health and sheltering needs of the region
- Provide a tool for participating entities to use, review and revise as needed to provide essential regional shelter services during the event of a disaster

The region is vulnerable to the following hazards: prolonged power outages due to weather emergencies such as snow or ice storms, hurricanes, dam failure, flood, hazardous materials release, and attacks using chemical, biological, radiological, or nuclear weapons or explosives. Any one of these hazards could result in the need for regional mass care and sheltering.

This plan is consistent with the National Incident Management System (NIMS) and complements the Community Emergency Management Plan (CEMP). It is compliant with the Americans with Disabilities Act (ADA). Persons with access and functional needs must have access to mass care programs, services, and facilities.

Definitions

Region: For the purposes of this plan, a "region" encompasses twenty communities (20) in Hampshire County and four (4) communities in Hampden County, Massachusetts.

Regional Shelter: A regional shelter is opened within the first 72 hours of an event. It is designed to provide temporary shelter from one - thirty days; but generally from five - seven days. The shelter is intended to provide the following essential universal services for the entire affected population:
- Feeding
- Dormitory/temporary housing
- Basic medical/behavioral health services
- Supply distribution
- Safety and security
- Universal design to accommodate those with access and functional needs
- Accommodation for service animals and pets
- Pet shelters are ideally co-located with regional shelters

Sub-regional Shelter: This multi-jurisdictional shelter serves a contiguous group of communities within the region, for overnight stay.

Local Shelter: a shelter located in a single community designed to serve people from that community, for overnight stay

Emergency Rest Center: personal care stations/warming/cooling centers

Pet Shelter: shelter designed to house and feed pets including mammals, reptiles, birds and insects. Ideally, the pet shelter is co-located with the shelter, but may be off site.

Assumptions

1. The Hampshire Shelter System will have trained staff and volunteers to manage and operate shelters.

2. Private non-profit organizations and community-based organizations that normally respond to disaster situations will do so e.g. Medical Reserve Corps, Community Emergency Response Teams (CERT), Hampshire Emergency Animal Response Team (HEART); American Red Cross, Salvation Army, and the Pioneer Valley Community Organizations Active in Disasters (COAD), the faith community.

3. Neighborhood organizations and local groups, and individuals, some without training, will emerge to provide care and shelter support, independent of local government.

4. The duration and scope of government involvement will be responsive and proportionate to the severity and duration of the event.

5. The percentage of the impacted population seeking shelter during an emergency is dependent on the incident. Based on the experience of the American Red Cross, approximately 10- 15% of the impacted population will seek shelter or sheltering assistance.

6. Depending on the incident, a percentage of the population seeking shelter will have access and functional needs. Individuals in need of additional assistance may include the people who are:
   - seniors
   - medically fragile or dependent
   - limited English proficiency or with other language capability
   - limited mobility or hearing or vision impairment
   - children and unaccompanied minors

7. An emergency pet shelter may be co-located in or in close proximity to human shelters (see Hampshire Pet Sheltering Plan). People with service animals shall be sheltered together in the human shelter. It is expected that the service animal owner will care for the animal but they may ask for assistance from the DART team.

8. Mutual aid agreements have been established across the Commonwealth. These will be used as part of regional shelter operations. Communities that have signed the agreement are starred in the table below.

   Depending on the scope of the event, State and Federal emergency agencies may also be available to assist. The following communities of the Hampshire Shelter System have signed the agreement as of 5/9/2016: Amherst, Belchertown, Blanford, Chester, Chesterfield, Cummington, Easthampton, Goshen, Granby, Hadley, Hatfield, Huntington, Middlefield, Montgomery, Northampton, Pelham, Plainfield, South Hadley, Southampton, Russell, Ware, Westhampton, Williamsburg and Worthington.

Participating Municipality Endorsements

The following municipalities will be asked to give the Hampshire Shelter System Management Team authority for planning, opening, managing, and demobilizing Regional Emergency Shelters. **Communities listed with a checkmark (√) have signed the state-wide mutual aid agreement and those listed with an asterisk (*) are designated regional shelter hosts.**

Municipal Partners				
*Regional Shelters √ Signed MA MAA				
*√Amherst	√Cummington	√Hatfield	√Pelham	*√Ware
√Blanford	√Easthampton	√Huntington	√Plainfield	√Westhampton
√Belchertown	√Goshen	√Middlefield	√Russell	√Williamsburg
√Chester	√Granby	√Montgomery	√Southampton	√Worthington
*√Chesterfield	√Hadley	*√Northampton	*√South Hadley	

Plan Development and Maintenance

The Hampshire Regional Emergency Planning Committee (HREPC) is responsible for the maintenance, revision, and distribution of the Hampshire Shelter System Plan and any subsidiary plans and tools. This includes the Standard Operating Guidelines, Job Action Sheets and Supply/Equipment spreadsheet. The HREPC will assess the need for revisions annually and make revisions **at least once every two years** (or sooner) in case of the following:

- A change in operational resources
- A formal update of planning guidance or standards
- A change in elected or appointed officials
- Change in participating municipalities or shelter venues
- Hampshire Shelter System Plan activation or major exercise

A combination of training, exercises and real-world incidents will be used to determine whether the goals, objectives, decisions, actions and timing outlined in the plan lead to a successful response. After Action Reports and Improvement Plans will guide plan revisions.

Plan Activation

TRIGGERS

Situations that could lead to a decision to activate the Regional Shelter Plan include:

- A federal or state-declared emergency that necessitates regional sheltering
- A large event that impacts multiple communities in the region
- A situation where a local municipality(ies) have exhausted local sheltering resources and/or cannot meet the needs of the sheltering population

AUTHORITY TO REQUEST OPENING A REGIONAL SHELTER

A regional shelter is opened *only* at the request of the **Hampshire Shelter System Management Team.**

The Team will consist of:

- Emergency Management Directors (or their designee) from each municipality with a primary Hampshire Shelter System shelter site: Amherst, Northampton, Ware, South Hadley, and Chesterfield.
- EMD or designee at UMass Amherst or Five Colleges
- An at-large EMD member: Easthampton
- The Hampshire Medical Reserve Corps Coordinator or designee
- Hampshire HEART (Hampshire Emergency Animal Response Team)
- A Public Health Director/Agent
- A representative of the American Red Cross
- Representative for Chief Elected Officials

A municipality may ask the Hampshire Shelter System Management Team to open a regional shelter. The request can be verbal, but should be followed with a request signed by an appointed or elected official, who is authorized to request the activation and to commit municipal resources.

The following entities have the authority to request the Hampshire Shelter Management Team to open a regional shelter:

- ☒ Emergency Management Director
- ☒ UMass-5-College Authorized Representative
- ☒ Chief Elected Official or designee
- ☒ Municipal Official with the authority to expend municipal funds
- ☒ Regional Shelter Supervisor, when activated
- ☒ Massachusetts Emergency Management Agency (MEMA)
- ☒ American Red Cross

SHELTER MANAGEMENT PLAN ACTIVATION

The Hampshire Shelter System Management Team will meet either in person or by phone/webinar to choose which regional shelters to open based on:

- Type of event (flooding, power outage, biochemical release, etc.)
- Anticipated need for sheltering
- Anticipated length of sheltering need
- Resources available for sheltering
- Selected shelter locations

Any decision to open a shelter shall be made in consultation with and with agreement of the host community. Consultation will occur during a meeting of the Hampshire Shelter System Management Team. If a representative of a selected host community is not present during deliberations, the host community shall be consulted before a final decision is made.

A regional shelter is activated by the municipality in which it is located. The host municipality will coordinate policies and procedures for opening the shelter with the Hampshire Shelter System Management Team in accordance with the PLAN. The Participating Municipality in which a regional shelter is located will lead coordination and operation of the regional shelter in collaboration with the Hampshire Shelter Management Team.
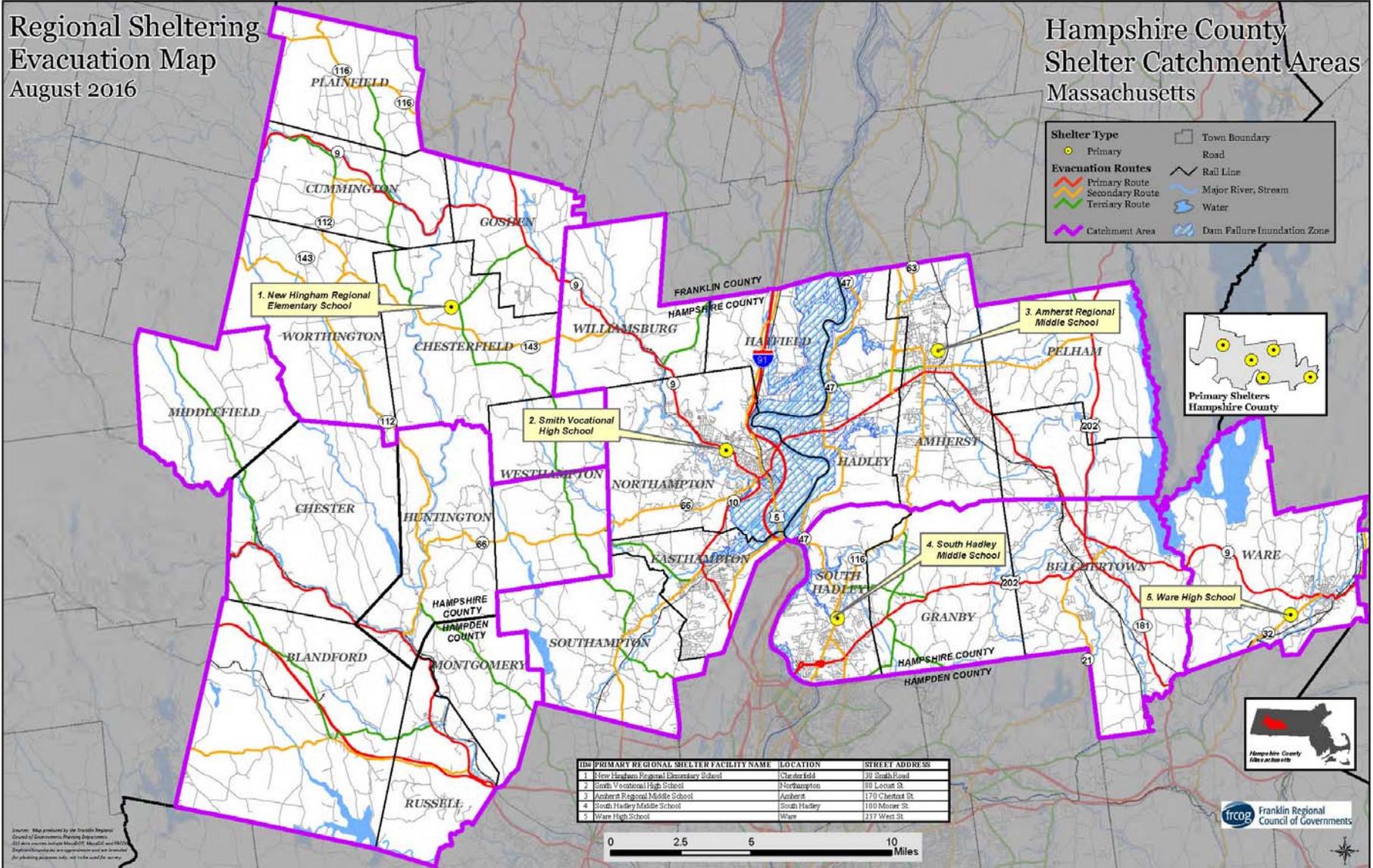
Regional Shelter Locations

The following table lists all regional shelter locations.

			List of Hampshire County Regional Shelters		
Type	**Facility Name**	**Issues**	**Capacity**	**Shelter Location & Contact**	**Local EMD & Contact**
Primary and Animal	Smith Vocational	Limited generator capacity & would require class rescheduling during extended use	662 (20 sq. ft./ pp) 331 (40 sq. ft./ pp)	Jeffrey Peterson, Superintendent Smith Vocational & Agricultural High School 80 Locust St. Northampton, MA 01060 413-587-1414 ext. 3434 jpeterson@smithtec.org	Jon Davine, ERC 26 Carlon Drive Northampton, MA 01060 (413) 587-1032 jdavine@northamptonma.gov
Primary and Animal	Amherst Regional Middle School		500 (20 sq. ft./pp) 250 (40 sq. ft./pp)	170 Chestnut St Amherst, MA 01002 Superintendent: Maria Geryk (413) 362-1805 gerykm@arps.org	Chief Tim Nelson, EMD Amherst, MA 01002 413-259-3082 nelson@amherstma.gov
Primary and Animal	Ware Junior/ Senior High School	Emergency Generator but only for limited areas of the building, no A/C on Emergency Generator	528 (20 sq. ft./ pp) 264 (40 sq. ft./ pp)	237 West Street Ware, MA 01082 Superintendent: Marlene A. DiLeo P: 413-967-4271 F: 413-967-9580 mdileo@ware.k12.ma.us	Dep. Chief Ed Wloch, EMD 413-967-9631 Bus. Office 413-967-5901 Dispatch ewlochtownofware@comcast.net
Primary and Animal	New Hingham Regional Elementary	Lack of Parking & will need to reschedule classes during extended use	438 (20 sq. ft./ pp) 232 (40 sq. ft./ pp)	30 Smith Road Chesterfield, MA 01012 413-296-0000 Superintendent: Craig L Jurgensen 19 Stage Rd, Westhampton, MA 01027 P: 413-527-7200 F: 413-529-9497 cjurgensen@hr-k12.org	Larry Holmberg, EMD PO Box 176 Chesterfield, MA 01012 413-529-1700 days 413-296-4247 nights/ weekends 508-304-2585 cell 413-529-2237 fax lholmberg@crocker.com

Primary	South Hadley Middle School		220 (20 sq. ft./ pp) 110 (40 sq. ft./ pp)	Michael E. Smith Middle School 100 Mosier Street South Hadley, MA 01075 Phone: (413) 538-5074 Fax: (413) 538-5003 **Superintendent:** Nicholas Young 116 Main Street, South Hadley, MA 01075 P: 413-538-5060 F: 413-532-6284 nyoung@shschools.com	Sharon Hart, Emergency Management Director, Director of Public Health 116 Main Street Suite 102 South Hadley, MA 01075 cell (413) 315-7307 work (413) 538-5017 x 204 fax (413) 538-5012 shart@southhadleyma.gov
Secondary	JFK Middle School			100 Bridge Road Florence, MA 01062 (413) 587-1489 or (413) 587-1478 **Superintendent**: Dr. John A. Provost 212 Main St. Rm. 200 Northampton, MA 01060 413-587-1315 jprovost@northampton-k12.us	Jon Davine, ERC 26 Carlon Drive Northampton, MA 01060 (413) 587-1032 jdavine@northamptonma.gov
Secondary	Hampshire Regional High School			**Superintendent:** Craig L Jurgensen 19 Stage Rd, Westhampton, MA 01027 P: 413-527-7200 F: 413-529-9497 cjurgensen@hr-k12.org	Chief Chris Norris, EMD 48 Stage Road Westhampton, MA 01027 (413) 529-7181 dcnorris911@msn.com

REGIONAL SHELTER LOCATION MAP

Regional Sheltering Evacuation Map
August 2016

Hampshire County Shelter Catchment Areas
Massachusetts

Shelter Type
- Primary

Evacuation Routes
- Primary Route
- Secondary Route
- Terciary Route
- Catchment Area

Town Boundary
Road
Rail Line
Major River, Stream
Water
Dam Failure Inundation Zone

Primary Shelters Hampshire County

1. New Hingham Regional Elementary School
2. Smith Vocational High School
3. Amherst Regional Middle School
4. South Hadley Middle School
5. Ware High School

ID#	PRIMARY REGIONAL SHELTER FACILITY NAME	LOCATION	STREET ADDRESS
1	New Hingham Regional Elementary School	Chesterfield	30 Smith Road
2	Smith Vocational High School	Northampton	80 Locust St.
3	Amherst Regional Middle School	Amherst	170 Chestnut St.
4	South Hadley Middle School	South Hadley	100 Mosier St.
5	Ware High School	Ware	237 West St.

Franklin Regional Council of Governments

LOCATION SPECIFIC INFORMATION

The Regional Shelter Team conducted assessments of each primary shelter in 2013. Documentation about each shelter location is found in **Appendix B.**

Shelter Equipment Supplies and Staffing

HAMPSHIRE COUNTY SHELTER SUPPLIES

Locations of Regional Sheltering Supply Caches in Western Massachusetts

A list of Hampshire County Regional Shelter supplies is found in Appendix A. Additionally, most communities in the county have caches of shelter supplies. Contact individual community Emergency Management Directors.

STATE AND REGIONAL RESOURCES

When regional shelter supplies are insufficient, the Massachusetts Emergency Management Agency (MEMA) is responsible for allocating resources.

The Western Regional Homeland Security Advisory Council (WRHSAC) has purchased equipment and supplies for regional use in Western Massachusetts. These are available to first responders and municipalities through MEMA. A list of supplies is found at http://wrhsac.org/resources/resource-guide/. NOTE: If WRHSAC supplies are accessed, the shelter must be available to all citizen of Western Massachusetts.

Procedure for Requesting Resources: Only the Regional Shelter Manager, Incident Commander, Regional Emergency Operations Center or regional Multi-Agency Coordination Center (MACC) may request resources.

Contact the ESF 6 desk at the Massachusetts Emergency Management Agency (MEMA) in Framingham, MA. at (508) 820-2000.

MUTUAL AID AGREEMENTS AND MEMORANDA OF UNDERSTANDING

A list of suggested supply, equipment and service vendors is found in Appendix B. Communities are encouraged to sign Memoranda of Understanding with these vendors and service providers for shelter response.

Western Mass Mutual Aid Agreement

Municipalities that have signed the Western Mass Inter-municipal Agreement may support shelter operations by providing resources and staff, as available and needed. All communities in Hampshire County, except Plainfield have signed the Western Massachusetts Inter-municipal Mutual Aid agreement.

Statewide Mutual Aid Agreement

All communities except Amherst and Southampton, have signed the state-wide mutual Aid Agreement.

Medical Reserve Corps and CERT Teams

Medical Reserve Corps Units in Hampshire County have signed Memoranda of Understanding with all Hampshire County Communities. There are 5 MRC Units: UMass/Amherst, Hampshire Regional (Northampton, South Hadley and Granby), Nonotuck (Easthampton, Southampton and Westhampton) and the Hilltown Unit. Additionally in an emergency the State Department of Public Health can access other units from across Western Massachusetts and the rest of the Commonwealth. For more information on the Hampshire MRC units, contact Michael Nelson 413-522-0712 michaelnelsonmba@gmail.com.

STAFFING

Suggested staffing levels are found in the Forms section.

The Regional Shelter Team plans to establish a Shelter Management Team composed of trained credentialed professionals, familiar with shelter facilities and specialized components of shelter management. The Shelter Support Team includes Subject Matter Experts. Choose all that apply.

☐ public health   ☐ child care   ☐ pharmacist
☐ mental health   ☐ child trauma   ☐ doctor
☐ nursing   ☐ food services   ☐ Universal Design
☐ Building and Fire Inspectors   ☐ security   ☐ other

The Northwestern Massachusetts Incident Management Team may also be available to provide support: nwmimt.command@gmail.com

Western Massachusetts has many dedicated volunteers belonging to the Medical Reserve Corps, Community Emergency Response Teams, Disaster Animal Response Teams, Behavioral Disaster Response Teams, American Red Cross, Salvation Army and the faith community. See the contact list for specific information.

CERT Teams are located in Easthampton and Amherst. Call the respective EMDs for access to team members for response.

The Pioneer Valley COAD is another potential resource for volunteers, donations management, spontaneous volunteer management and other functions. Reach the COAD through MEMA in Agawam.

Financial Protocols, Emergency Plans, Policies and Procedures

ESTIMATED SHELTER COSTS

The Hampshire Shelter Management Team expects regional shelter costs of $3000-$5,000 per day. The American Red Cross model estimates that 10-15% of the evacuated population will seek shelter. The average cost per person per day is $25 (excluding donations).

Expected Regional Shelter Costs = .15% x estimated population impacted x $25

Expense	Cost
Food	$15
Dormitory and Comfort Supplies:	$3
HVAC and Electricity	$3
Cleaning and Sanitation	$2
Miscellaneous	$2
Total	**$25.00**

MUNICIPAL EXPENSES

To expend emergency funds in excess of those budgeted; municipalities usually make local disaster/emergency declarations .The Chief Elected Official, in coordination with the local Emergency Management Director generally makes the declaration. Municipal Finance Boards/Departments can help facilitate tracking and processing purchase orders and invoices and determine methods of financing the emergency operation.

Municipalities are encouraged to establish an emergency management account (with or without funds)

REIMBURSABLE EXPENSES

Reimbursement for expenses incurred during shelter operations is allowed, if there is a declared disaster (by the Governor's Office or the President), through FEMA's Public Assistance Grant Program at www.fema.gov/public-assistance-local-state-tribal-and-non-profit/. Reimbursement is allowable only by the municipality impacted by the emergency. Volunteer time may be used to offset required matching funds, so tracking everyone's time and other donations is important. The TEAM Finance Manager needs to work closely with the EOC/Incident Commander and impacted communities to ensure compliance with all reporting and record keeping requirements.

Pets and Animals: State and local governments that shelter affected populations from areas with Presidential declared major disasters can seek reimbursement for eligible household pet and service animal-related costs through FEMA (see www.fema.gov/pdf/government/grant/pa/9523_19.pdf). The PETS Act establishes that eligible reimbursement costs for expenses to set up and operate household pet shelters, including veterinary care and animal care staff costs.

Hampshire Shelter Management Team will work with the State government to submit all appropriate documentation for reimbursement of household pet sheltering and will refer to FEMA Disaster Assistance Policy 9523.19 for detailed information regarding reimbursement of sheltering of household pets.

REVIEW SHARED COST AGREEMENTS

The following cost sharing agreement has been negotiated with municipal partners:

[Add Cost-Sharing Agreement Here]:

Add Inter-municipal Agreements in Appendix A]

Shelter Operations

INCIDENT COMMAND

The Regional Sheltering Entity has established the following incident command structure, which can be scaled to meet varying demands. The ICS structure is accompanied by an extensive set of Job Action Sheets, which provide detailed guidance about roles and responsibilities. These are attached in Appendix E.
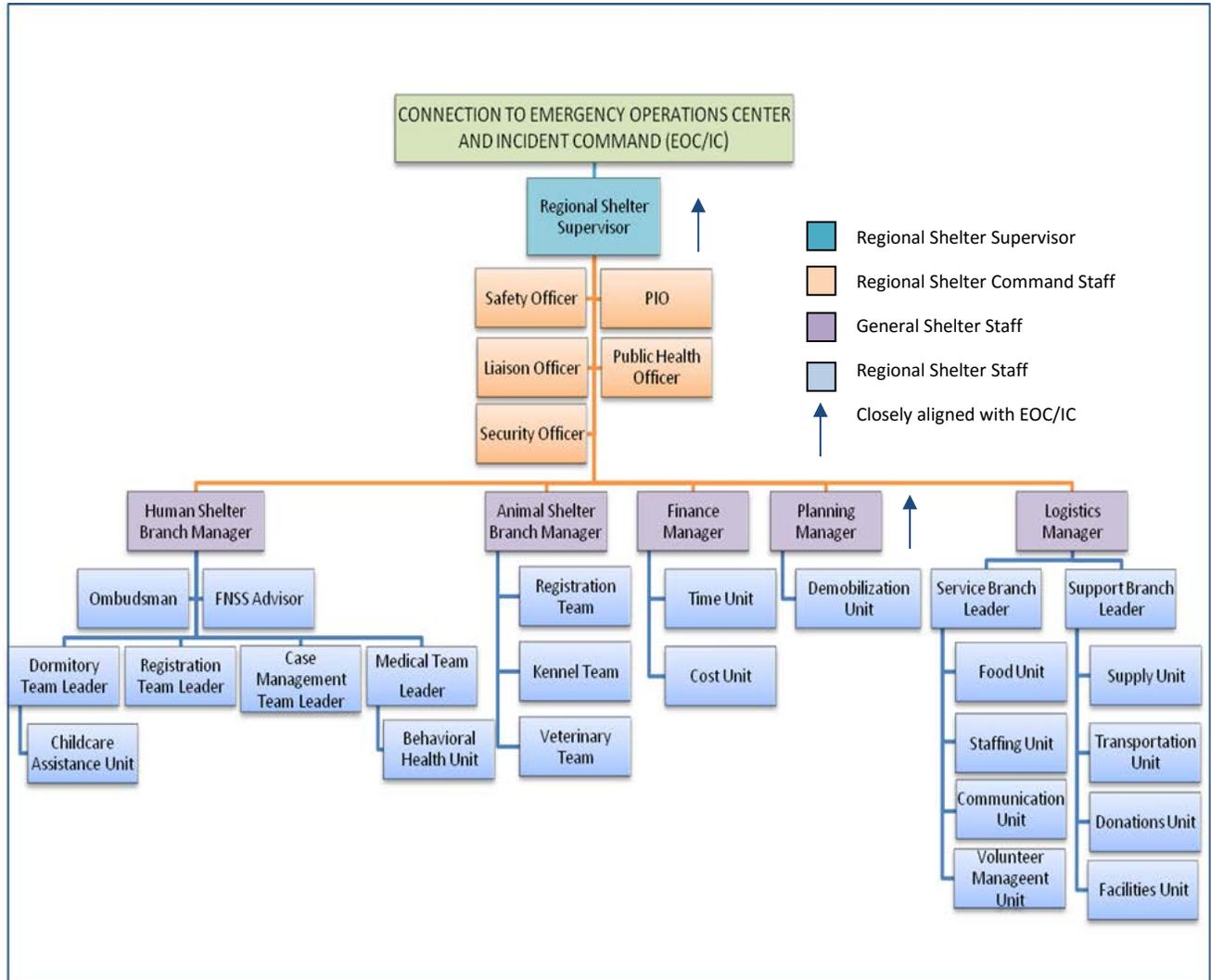
STANDARD OPERATING GUIDELINES

Shelter set-up and operations is described in detail in the Standard Operating Guidelines (SOG) located in Appendix D.

The Standard Operating Guidelines focus on three key areas:

INITIAL RESPONSE ACTIONS

- Initial Assessment of the Event: need and level of mass care/sheltering required
- Relevant Response Partners: LHD, EMD, CEO, MRC, Interpreter Strike Team
- Command and Control: clarify who is in charge/responsible for Mass Care
- Risk Communications and Emergency Public Information and Warning
- Emergency Plans, Policies and Procedures, including financial protocols

OPERATIONS

- Incident Command Roles: who is doing what?
- Shelter Facility Walk-through/Assessment: is the shelter safe and adequate?
- Shelter Logistical Needs and Resources, including Volunteers
- Shelter Set-up and Open
- Volunteer Management Systems/Policies
- Transportation Needs
- Operations: Health, Safety, Functional Needs and begin Case Management
- Operational Period Plans and Shelter Closing
- Medical Management Plan is found in a separate electronic file.

RECOVERY

- Case Management: new normal transition - home, temporary housing, long term care
- Lift Orders and shelter cleaning and closing
- Recovery and return to normal operations
- Collaborate with the Pioneer Valley Community Organizations Active in Disasters (COAD)
- Forms and e After Action Report and Improvement Plan

POLICIES AND PROCEDURES

The HREPC has established policies and will establish others during a shelter response. Review and complete the following table. Add others as needed.

	Shelter Policy Checklist
	Statewide Policy Guidelines
☒	No one may be turned away from any Regional Shelter
☒	Massachusetts will accept out of state medical licenses only when the individual is deployed through the Emergency System for Advance Registration of Volunteer Health Professionals (MSAR) through an EMAC request made by MEMA
	Requesting Resources from MEMA

☐	**Requesting Additional supplies**
	Shelter Branch Manager calls EOC to report dwindling inventories
	   • Local EOC contacts other Regional Shelters to assess inventories
	   • Local EOC contacts regional MEMA office to request additional materiel.
	   • Regional MEMA office relays request to other communities in the region OR to the state emergency operations center (SEOC), depending on nature of incident.

☐	**Authorization to Distribute Patient Medication** Personnel authorized to dispense medication will be determined by the Shelter Branch Manager, in consultation with the Incident Commander in accordance with standing orders. Proof of credentials required. In Massachusetts, a pharmacist is not required to be present, as a waiver exists.
☐	**Procuring Prescriptions:**
☐	**Standing Orders:** The SHELTER operates under standing orders from the local medical officer who is a registered physician. In state declared emergencies, standing orders and protocols will be issued by the Department of Public Health to medical practitioners. Altered standards of care may be issued by the State.
☐	**Unaccompanied Minors** Medication distribution services to unaccompanied minors will be at the discretion of the Incident Commander, in consultation with the Shelter Branch Manager, following due diligence or on a case by case basis, depending on the scope and nature of the incident requiring Shelter activation. Guidance will likely be issued by DPH or MEMA. Children who arrive at the shelter without a parent or legal guardian will be referred to the appropriate family or social services agency or law enforcement. A section for unaccompanied minors will be designated at the shelter.
	Identification
☐	All residents checking into a shelter must complete the Shelter Registration form identifying them and any accompanying family members. All information given is strictly confidential and available only to Registration staff and designated staff associated with the operation. Wrist bands may be used to identify registered residents. (See ID policy below).
	Confidentiality/HIPAA
☐	**Media:** No personnel associated with Shelter Operations will speak to the press without the express written authorization of the Incident Commander/Shelter Manager or their designee.
☐	**Media** ☐ will, ☐ will not be allowed at the Shelter site. Press conferences will be conducted at: [add location here]
☐	**Social media: Staff, volunteers and shelter clients will be reminded that posting to social media is not allowed.**
☐	Shelter personnel will protect patient/client confidentiality at all times.
☐	All staff and volunteers will sign a confidentiality agreement

	Authorization to use Shelter site
	☐ MOU available in the Hampshire County Shelter Plan ☐ Community Emergency Management Plan (CEMP) ☐ Other (specify)
	Use of Force
☐	Massachusetts 'Use of Force" policy guidelines for Law Enforcement, including the Community Caretaking doctrine and usual and customary force will be followed.
	Volunteer Requirements: Known Volunteers and Staff
☐	All staff/volunteers will be credentialed and CORI/SORI checked before working at any shelter site. - MAResponds: May be able to do real time license checks: www.maresponds.org. You must be registered to use this system. Most MRC/CERT units are registered users. CORI/SORI status available. - Criminal History Systems Board 617-660-4640 www.state.ma.us/chsb/cori/cori.html - Sex Offender Registry Board 978-740-6400 http://www.state.ma.us/sorb/
	Credentialing Policies

	☐ The IC will set the required standards for credentialing and background checks.
	
	    Criminal History Systems Board 617-660-4640 www.state.ma.us/chsb/cori/cori.html **Sex Offender Registry Board 978-740-6400 http://www.state.ma.us/sorb/** - Medical licenses: https://checkalicense.hhs.state.ma.us/
	☐ All unaffiliated volunteers will have CORI/SORI checks done if possible. If not completed immediately, the volunteer will be assigned to sensitive areas or tasks and/or partnered with a credentialed volunteer.
	
	☐ Spontaneous volunteers must bring copies of clinical licenses and CPR/first aid cards for verification. No volunteer will be permitted to practice clinically without verification of licensure.
	
	☐ The following methods will be used to complete background checks:
	    ☐ Public safety official
	    ☐ Human resource official
	    ☐ MAResponds (http://www.maresponds.org)
	    ☐ Private entity (specify)
	    ☐ Other (specify)
	    ☐ Other: [List Here]
	☐ The following positions/departments have authority in [Community Name] to conduct Criminal Background checks:
	    ☐ [Position]
	☐ [Position]

☐	All volunteers/staff must display visible official Shelter Identification at all times. Forms of shelter identification may include:
	    ☐ wrist bands with ID number (we may use the EMScanner system when available)
	    ☐ dots – to be attached to standard ID badges, color will change per shift.
	    ☐ other (specify)

	Volunteer Requirements: Spontaneous, Unidentified Volunteers
☐	All staff/volunteers will be credentialed and CORI/SORI checked before working at any shelter site
☐	Spontaneous volunteers with proof of medical credentials will be allowed to serve in clinical capacity appropriate to their license/credential.
☐	Spontaneous volunteers, without a copy of their license and whose credentials cannot be verified will be assigned to non-clinical roles.
☐	Spontaneous volunteers ID will indicate that they are such as approved by the IC. • ID will include at a minimum: Date, location, name, station and emergency phone number. • May use lanyards, ID cards Dots.
☐	Will not accept spontaneous, unidentified volunteers.
	Safety
☐	**PPE:** All staff and volunteers will use standard precautions at all times. Additional PPE requirements will be determined by the IC, in consultation with the medical Team Leader.
☐	**Force Protection**: Force Protection rosters will be determined by the Incident Commander.
☐	**Needle Stick**: Customary needle stick protocol will be followed [Add your protocol here]
☐	**Emergency Medical Services [**will be/ will not] be available.
☐	**First Aid** Each Regional Shelter site will maintain a First Aid Kit. [Add who will have access to this, who controls it and other related policies]
☐	Emergency medical services for adverse reactions will be performed by EMS with their own equipment and supplies.
	Registered Sex Offenders in Disaster Shelters
☐	During shelter registration, the following policies apply to sex offenders: ☐ Sex offenders must disclose the information at registration. ☐ Local law enforcement will work with the shelter manager and the security officer to determine Shelter safety and security. ☐ This issue will need to be reviewed on a case-by-case basis.
	Childcare Safety
☐	A child may never be left alone and unaccompanied.
☐	If without a parent, a child must be accompanied by two adults AT ALL TIMES .
☐	In the Childcare area, when children are present, at least two adults must be present at all times.
☐	No child shall be left alone with one adult who is not their parent, guardian or caregiver.
☐	All volunteers and staff working with children must pass a CORI and SORI check
☐	The Unit leader must be at least 21 years of age and all staff members must be at least 18 yrs.
☐	Children will only be released to the parent, guardian, caregiver or designee listed on the registration form.
☐	The parents, guardians or caregivers are responsible for identifying any special needs for the child/children (food allergies, behavioral issues, medications, etc.)

	Personnel Policies

☐	Workers compensation policies. In some communities these may applied to both paid staff and volunteers. Specify. [Add policy outline here]
	    Paid Staff
	    Volunteers

☐	Other liability protections [Specify here]
	    Paid Staff
	    Volunteers

☐	Specify community emergency compensation policy [Specify here].
☐	Flexible Work options policy for paid staff [Specify here]
	Stand Down Orders
☐	If at any time the Safety Officer or the Incident Commander issues a stand down order, the Shelter site will be deactivated.
☐	Regional Shelter Plan Added to CEMP

		Registration
	Always sign in and sign-out	Sign in and sign out every time you come into the shelter or leave, even if it is just for a break
	Security Checks	All bags and persons are subject to security checks and screenings at any time.
	Shelter Information	Shelter information, news updates a and other information will be posted on the message board…….Location
	Special Concerns, problems, complaints of compliments	If you have any special concerns or a problem/complaint, please contact a staff member, or the Function and Access Needs Advisor
	News Media	News media are allowed into the shelter and to request interviews or photographs. They will ask your permission first and it is your right to refuse.
	Exit	Exit the building, only through the registration area
		Safety
	Smoking	This is a tobacco free campus. No e-cigarettes.
	Alcohol, Drugs, Weapons	No alcohol, illegal drugs or weapons allowed at any time.
	Belongings	We cannot assume any responsibility for your belongings, Keep them with you or locked in your car.
	Children	Parents are responsible for their children at all times. Please keep track and control of your children and their actions and don't leave them unattended.
	Health Issues	Notify our staff of any medication that you are taking. If you have a medical condition or allergies, please contact the Medical Staff.
	Restricted Areas	Please observe any restriction or limited access areas
		Rules of Daily Living
	Shelter Information	Shelter information, news updates, and other information will be posted on the message board near the main entrance every day.
	Volunteering to Help	Shelter residents are encouraged to help in the shelter, Please see a shelter worker, if you are willing to help.
	Housekeeping	Please help us to keep the shelter clean and safe. Pick up after yourself and help us with the cleaning.
	Food Schedule	Hot meals are provided at Add times here and Add times here. Food is NOT allowed anywhere except the cafeteria area.
	Quiet Hours	Quiet hours are Add times here to Add times here. Be considerate with use of cell phones and electronic devices at all times.
	Electric Outlets	Please share electrical outlets when they are available for charging. Medical devices have priority
	Showers	Shower Schedules are posted on the message board.

Emergency Management Director (EMD) Contact Information

* indicates member of Hampshire Regional Shelter Management Group

MEMA maintains a list of emergency management directors on its website at
http://www.mass.gov/eopss/agencies/mema/emd/. Below is a copy of the list downloaded in July 2016.

Town	EMD Name	Phone	Email
*Amherst	Tim Nelson	413-259-3082	nelsont@amherstma.gov
Belchertown	Edward Bock	413-323-7571	tbock@Belchertown.org
Blandford	Bradley Curry	413-848-2721	blandfordhighway@yahoo.com
Chester	Richard Small	413-354-6543	chiefrichsmall@msn.com
*Chesterfield	Lawrence Holmberg	413-296-2585	lholmberg@crocker.com
Cummington	Bernard Forgea	413-634-0333	forgeabl@gmail.com
*Easthampton	Dave Mottor	413-527-4200	dmottor@easthampton.org
Goshen	Lawrence Holmberg	413-296-2585	lholmberg@crocker.com
Granby	Chris Martin	413-467-7177	chrism@granbyma.org
Hadley	Michael Spanknebel	413-584-0874	fireprevention@hadleyfd.com
*Huntington	Melissa Nazzaro	413-667-3500	mnazzaro@springfieldpolice.net
Leverett	Jim Field	413-545-5122	jmfield@ehs.umass.edu
Middlefield	Ann-Marie Visconte	413-623-2079	viscoa@verizon.net
Montgomery	Daniel Flechsig	413-527-7500	pikespeaksanta@yahoo.com
*Northampton	Duane Nichols	413-587-1109	dnichols@northamptonma.gov
Northfield	Thomas Newton	413-772-2121	camper@valinet.com
Pelham	Gary Thomann	413-253-0484	gmann612@yahoo.com
Peru	Mark Hoag	413-655-0220	emd@townofperuma.com
Plainfield	Merton Taylor, Jr.	413-634-5533	mertjr@verizon.net
Russell	Michael Morrissey	413-862-6229	chief@russellfire.org
Shutesbury	Walter Tibbetts	413-259-1211	firedpt@shutesbury.org
*South Hadley	Sharon Hart	413-538-5006	emd@southhadleyma.gov
Southampton	Don Snyder	413-529-0106	emd@townofsouthampton.org
Springfield	Robert Hassett	413-787-6720	rhassett@springfieldcityhall.com
Sunderland	Robert Ahearn	413-665-2465	sunderlandc1@comcast.net
Tolland	Theodore Locke	413-258-4473	CDLTFL@msn.com
*Ware	Ed Wloch	413-284-7200	ewloch@townofware.com
Westhampton	Christopher Norris	413-529-7181	dcnorris911@msn.com
Whately	Lynn Sibley	413-665-4400	
Williamsburg	Denise Banister	413-268-7251	dbanister@mjmoraninc.com
Worthington	Jeffrey Cranston	413-531-3142	emd@worthington-ma.us
UMass Amherst	Jeffrey Hescock	413-658-7622	jhescock@ehs.umass.edu

Population Clusters

Daytime Town Populations

The population of Hampshire County varies based on the time of day, as people travel to and from work and school. Using US Census Data and information on major employment centers, the daytime population of Hampshire County is shown in the map below.

Towns with Daytime Population Increases

Town	Day	Night	Diff.
Northampton	34,190	28,549	+ 5,641
Amherst	41,737	37,819	+ 3,918
Hadley	8,833	5,250	+ 3,583
Hatfield	3,749	3,279	+ 470

Source: US Census

Towns with Daytime Population Decreases

Town	Day	Night	Diff.
Belchertown	10,310	14,649	-4,339
South Hadley	14,263	17,514	-3,251
Easthampton	12,997	16,053	-3,056
Granby	4,154	6,240	-2,086
Southampton	3,881	5,792	-1,911
Ware	8,224	9,872	-1,648
Williamsburg	1,746	2,482	-736
Pelham	717	1,321	-604
Huntington	1,622	2,180	-558
Chesterfield	698	1,222	-524
Westhampton	1,116	1,607	-491
Worthington	737	1,156	-419
Goshen	727	1,054	-327
Middlefield	288	521	-233
Plainfield	446	648	-202
Cummington	744	872	-128

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In order to differentiate the daytime population from the resident population (nighttime population), the following population categories were added:

- People who live in town but are not part of the labor force (children, retirees, students living at home, etc.)
- People employed within the town
- People who are unemployed
- Students who do not commute and are not residents of their town
- Students who commute to school

Towns by Nighttime Population

Town	Night Population
Amherst	37,819
Northampton	28,549
South Hadley	17,514
Easthampton	16,053
Belchertown	14,649
Ware	9,872
Granby	6,240
Southampton	5,792
Hadley	5,250
Hatfield	3,279
Williamsburg	2,482
Huntington	2,180
Westhampton	1,607
Pelham	1,321
Chesterfield	1,222
Worthington	1,156
Goshen	1,054
Cummington	872
Plainfield	648
Middlefield	521

Source: US Census