
Shelter Operations
ARC 3068-11, Rev. 09/05
Fact Sheet Rev. 09/07

Description	This instructor-led course is designed for the learners to acquire knowledge of Red Cross policies and procedures for setting up, running and closing a shelter during a disaster. The course includes lecture and group exercises.
Purpose	The purpose of this basic level Disaster Services course is to prepare employees and volunteers of the Red Cross and other agencies to manage shelter operations effectively and sensitively as a team while meeting the needs of people displaced as a result of a disaster.
Learning Objectives	After completing this course, participants will be able to— <ul style="list-style-type: none">• Describe the procedures for opening, operating and closing shelters.• Explain ways to demonstrate quality service.• Organize available human resources as a shelter operations team.• Identify resources available to assist shelter workers.• Organize the physical facility and material resources to meet the needs of the people in the shelter.
Audience	Participants will be volunteers and employees of the Red Cross and other agencies and community leaders who will be working on shelter operations teams.
Prerequisites	Required: <ul style="list-style-type: none">• <i>Community Services Overview</i> (ARC 3068-6, Rev. 09/05) or <i>Mass Care Overview</i> (DSMCC200A, Rev. 04/07)
Length	This course is three hours in length. Full attendance of the entire course is required to receive a certificate of completion.
Scheduling	The sponsoring Red Cross unit will schedule this training for a suggested minimum of four participants. The maximum number of participants is limited only by the ability of the sponsoring unit to provide a training facility to accommodate them comfortably and to maintain the recommended instructor participant ratio of one instructor for every eight to ten participants.
Instructor Requirements	This course will be taught by a team of authorized Disaster Services instructors who have Mass Care experience in local, service area or larger shelter operations. Instructors must be familiar with current disaster regulations and procedures, Red Cross agreements with other agencies that provide disaster relief and the disaster plan of the local service delivery unit. Instructors must have successfully completed the <i>Shelter Operations</i> (ARC 3068-11, Rev. 09/05) and <i>Shelter Simulation</i> (ARC 3068-12, Rev. 09/05) courses before teaching <i>Shelter Operations</i> .

Materials

For a list of materials, see the Disaster Training Courses page on CrossNet.
