



MRC Mission Sets

Shelter Operations Mission Sets

Mission Set: The term 'mission set' describes a scalable response and recovery capability for MRC units and volunteers that is organized, developed, trained, and exercised prior to an emergency or disaster for local, state, and/or regional deployment purposes.

Calcasieu MRC – Medical Shelter Management Team

As an all-hazards plan, this mission set aims to ensure all citizens have access to a shelter that is safe, secure, and has basic sanitation requirements regardless of the size, scope, and type of work. This mission set includes tasks, roles, and responsibilities necessary for operating a single or dual shelter and executing a point-to-point transfer. The plan will ensure volunteers are capable of being deployed on a local, state, and national level. Volunteers can be identified and trained as Shelter Strike Teams.

Mission Set Title: Medical Sheltering Management Team

Resource Description: This shelter team includes medical and non-medical volunteers and community partners to support general operations. Additional volunteers with specialized skills can also be trained to support the team.

Resource Components

Personnel: Volunteers can be arranged in teams or as individual resources for a specific mission, as needed.

Licenses or Certifications Required? Yes, required for medical personnel; may be required for transportation personnel.

Personnel Type:

- **Shelter Coordinator:** Provides overall administrative leadership and support with provisions to the emergency shelter. The Shelter Coordinator will communicate directly with the EOC.
- **Shelter Manager:** Communicates directly with the Shelter Coordinator. They will be responsible for clinical and case management services. They are also responsible for staff management and performance.
- **Shift Supervisor:** Ensures the needs for the shelter team and develops action plan to accomplish the objectives within the shelter.
- **Food Services:** Identifies food service needs and communicates to the coordinator of these needs. Shelter Lead shall oversee the disbursement of meals to the evacuees.
- **Transportation:** Oversees transportation needs to and from the shelters, with direction from the shelter manager and coordinator. Needs may include evacuees who may need medical services such as dialysis and critical needs transports.
- **Registration:** Works with state and local agencies that are on-site to oversee all aspects of registration process, including criteria for registration. Coordinator should also keep up with all data collection as it relates to number of evacuees and other demographics.
- **Donation:** Identifies needed supplies and communicating to the coordinator of these needs. Shelter leads shall oversee the disbursement of these supplies to the evacuees.
- **Volunteers:** Leads will be responsible for identifying volunteers needed and communicating to the coordinator of these needs. Lead will ensure that the volunteers at each site are identifiable and are performing services requested.
- **Pet Sheltering:** Leads will work with local pet shelters to receive information on standards pertaining to animals in the assigned location. They can also assist with registration and tracking of animals.
- **Medical:** Assesses and treats patients seeking medical care including, but not limited to, medication refill, first aid, mental health, and health concerns and minor medical treatment. (MRC medical volunteers ONLY)

MRC Mission Sets

Mission Set Title: Medical Sheltering Management Team (cont'd)

Resource Description: This shelter team includes medical and non-medical volunteers and community partners to support general operations. Additional volunteers with specialized skills can also be trained to support the team.

Resource Components

Training Requirements:	<ul style="list-style-type: none"> • FEMA: 100, 200, 700, 800, 368, 506 • MGT 405 - Mobilizing Faith-Based Community Organizations in Preparing for Disasters • Bloodborne Pathogens Training • Psychological First Aid or Crisis Management • Cultural Awareness • Radio Operations 	<ul style="list-style-type: none"> • HIPPA and Ethics Training • Laws dealing with Registered Sex Offenders • Just in Time Training for Safety and Risk Management Precautions • Training for any special equipment (e.g., specific registration systems) • Service Animal Guidelines
Equipment Required:	<ul style="list-style-type: none"> • Laptops • Registration software with tracking device and scanners • Identifying items such as colored vest and issued ID or ID bands • PPE required for roles • 1 radio per logistical unit/or cell phones • Office Supplies (full copy supplied with attached documents) • Rolling containers with supplies for each logistical section (e.g., food services, registration, donation) 	<ul style="list-style-type: none"> • Pre-event MOU or agreements by agencies involved • Resource manual of agencies and 211 contact list • Communication forms and documents provided by team leader or partner agencies • Copy of handbook for volunteers and logistical teams • Call-down system for volunteers and scheduling software • Cheat sheet for acronyms commonly used by Emergency Management
Deployment Timeline:	<ul style="list-style-type: none"> • N+6 (local) • N+48 (outside of jurisdiction) 	
Rotation of Personnel:	Three (3) 8-hour shifts, which may vary and change depending on the incident and the length of the deployment.	
Pre-Planning Considerations:	<ul style="list-style-type: none"> • Training on a full-scale shelter operation and possible combination for the same operations with an evacuation training • Meet the needs of any certain population that may be affected and implement it according to action that needs to be take • Family Emergency Plan for volunteers 	
Limiting Factors:	<ul style="list-style-type: none"> • Multi-state event for logistics • Consumable products such as medical supplies and lost equipment • Volunteers should not be deployed more than two (2) weeks at a time • Impacted Area being the same base as large number of volunteers 	

References:

- Sample [Calcasieu Parish All-Hazard Sheltering Plan](#)
- Copy of all Job Action Sheets, mission statements, and job descriptions for each logistical area of Shelter Operations
- Copy of Medical Protocols for individual MRC groups
- Equipment/supply lists
- Guidance for the [Selection and Use of Personal Protective Equipment in Healthcare Settings](#) (PPT - will open as a "download" in your browser)
- Code of Conduct for [NGOs in Disaster Relief](#)
- Overview: [Disinfecting Wells After a Disaster](#)