

Shelter Field Guide

Frequently Asked Questions

(FAQ)

1. Why did FEMA and the American Red Cross partner to develop the Shelter Field Guide.

The Red Cross is the primary disaster sheltering organization in the United States. The organization has a well-developed sheltering program and is a valuable resource to communities. During presidentially declared events, FEMA may provide support and coordination to states in meeting their sheltering needs in collaboration with Red Cross, who is the co-lead for Mass Care and the nation's expert and leader in disaster shelter operations.

Recent major events have underscored the importance of developing strong partnerships in order to meet the sheltering needs of our citizens. Both FEMA and the Red Cross recognize that during a catastrophic disaster, no single sheltering organization can meet the public's shelter needs alone. With this in mind, the Red Cross and FEMA wanted to support other agencies, organizations and the private sector by developing standard shelter guidance that would assist in sheltering when the need arises.

2. Why develop a *Shelter Field Guide*?

In addition to shelters operated by the Red Cross, spontaneous, ad hoc shelters operated by faith based groups, businesses, or local community organizations may emerge to meet shortfalls. Individuals operating these shelters often do not have experience and training in disaster sheltering and are unaware of expectations, in addition to resources to meet the needs. The *Shelter Field Guide* can be a ready reference for these shelters.

Connecting spontaneous and ad hoc shelter operators to the support mechanisms available in the community has often proved to be challenging. The Shelter Field Guide provides an avenue for introducing and including spontaneous and ad hoc shelters in the shelter network and creating awareness and access to the support.

3. Who developed the *Shelter Field Guide*?

The *Shelter Field Guide* was developed in partnership between the Red Cross and FEMA with input from local and state emergency management representatives.

4. Who is the intended audience for the *Shelter Field Guide*?

The *Shelter Field Guide* is designed for use by multiple audiences during local response. During response when spontaneous shelters open, the *Shelter Field Guide* can be used to introduce these shelter operators to the sheltering network and the resources it can provide. Additionally, the *Shelter Field Guide* provides operational guidance and recommendations to foster successful shelter operations.

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5. What are the opportunities for Local, Tribal, State and Federal governments?

The Red Cross is a part of each local and state-government jurisdictions commitment to provide for life-sustaining services (e.g. water, food, shelter) to assist individuals affected by disasters. The *Shelter Field Guide* support(s) local, tribal and state government with their mission to ensure that their sheltering network and partners have the capacity to deliver life-sustaining services in any type, size and scope of disaster.

One of the roles of the Federal Emergency Management Agency (FEMA) is to develop resources to support States before, and after disasters. The *Shelter Field Guide* is an important way that FEMA, in partnership with the Red Cross, can provide support to build capacity and provide consistent sheltering best practices.

6. How will the *Shelter Field Guide* be made available?

The *Shelter Field Guide* is available from the following:

- The National Mass Care Strategy site:
<http://nationalmasscarestrategy.org/sheltering/>
- FEMA Publications Warehouse.

To order a copy of the *Shelter Field Guide* from the FEMA Publications Warehouse, please provide the following shipping and product information:

- First Name
- Last Name
- Mailing Address
- Telephone Number
- Product#: P785
- Title: *Shelter Field Guide*

If the order is for a company or organization, please provide the following information:

- Title
- Organization/ Company Name
- Email address

Shipping methods:

- US Postal Service - Free shipping may take up to 4-6 weeks for delivery
- United Parcel Service - Provide account number which will be billed along with shipping method between: next day, second day, third day or ground

Please allow up to one week for order to leave the warehouse plus the delivery time.

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Orders can be sent via:

- Email at fema-publications-warehouse@fema.gov
- Fax at 240-699-0525
- Telephone at 800-480-2520.