



EMERGENCY SEVERE WEATHER SHELTER GUIDE

Purpose

This guide was created to provide a set of tools for community partners and faith-based organizations to plan, open, and operate an emergency shelter in response to severe weather emergencies. The guide includes best practices, checklists, sample forms, and additional resources. All the provided information included here may be modified to meet your community needs.

Skagit County Public Health promotes collaboration, use of best practices, and proudly serves as a resource to faith-based organization and other community partners interested in hosting an emergency shelter.

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Please Note: Mount Vernon, WA specific Ordinance No. 3780 Chapter 8.50

Contact City of Mount Vernon Development Services Department 360-336-6214, PermitTech@mountvernonwa.gov for details on requirements and permit request form.

www.codepublishing.com/WA/MountVernon/html/MountVernon08/MountVernon0850.html

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Chapter 1

Define Severe Weather Shelter and Extreme Weather

Emergency Severe Weather Shelter: Temporary, emergency shelters are open for the duration of an extreme weather crisis to provide shelter to those in need. Emergency shelters are usually staffed by trained volunteers. Hours of operation depend on shelter host, facility capabilities, and volunteer resources. Guests are typically served as first come first served basis.

Severe Weather: City and County leaders determine extreme weather events when shelters should open and when they should close. City and County leaders may consult with Department of Emergency Management. When there is a larger event, or “declared emergency” other resources such as FEMA or Red Cross may activate support. Local leaders may follow guidance provided by the Winter Storm Severity Index:

[Winter Storm Severity Index \(WSSI\) \(weather.gov\)](https://www.weather.gov/wsi)

Potential Winter Storm Impacts	
	No Impacts Impacts not expected.
	Limited Impacts Rarely a direct threat to life and property. Typically results in little inconveniences.
	Minor Impacts Rarely a direct threat to life and property. Typically results in an inconvenience to daily life.
	Moderate Impacts Often threatening to life and property, some damage unavoidable. Typically results in disruptions to daily life.
	Major Impacts Extensive property damage likely, life saving actions needed. Will likely result in major disruptions to daily life.
	Extreme Impacts Extensive and widespread severe property damage, life saving actions will be needed. Results in extreme disruptions to daily life.

The City of Mount Vernon, WA has established that “Severe Weather” means:

1. A period of two or more days where temperatures are forecasted by the National Weather Service (National Oceanic and Atmospheric Administration) or actually reach 32 degrees Fahrenheit or below. This may include the National Weather Service Wind Chill Chart found in MVMC [8.50.060](#) to determine if a combination of forecasted wind and temperature combinations result in a corrected temperature below 32 degrees Fahrenheit; and/or
2. Snow accumulation exceeding or expected to exceed three inches in depth; and/or
3. Other conditions deemed severe enough to present a substantial threat to life or health. This includes but is not limited to:
 - a. Severe weather alerts/warnings by reputable weather services or emergency providers; or
 - b. Flooding or flood alerts/warnings by the National Weather Service involving waters located in the city; or
 - c. Other major adverse events resulting from natural processes of the Earth such as mudslides, tsunamis, hurricanes, tornadoes, volcanic eruptions, earthquakes, and other geologic processes.

Chapter 2

Step 1: Shelter Facility Planning

It is recommended to have your shelter plan in place before a severe weather event occurs.

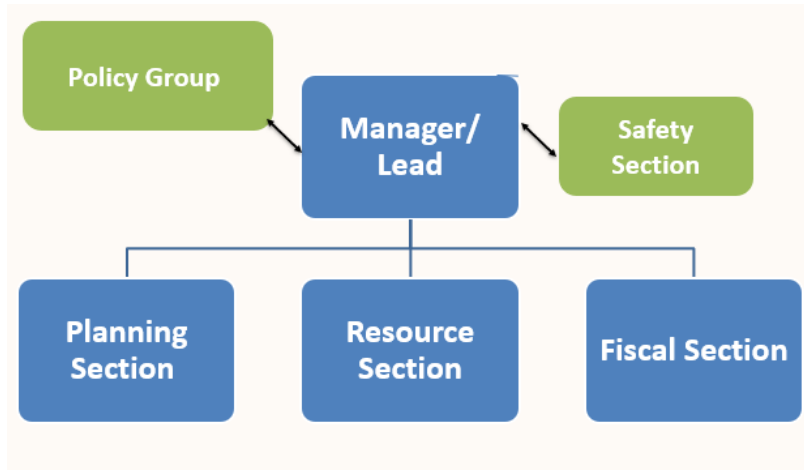
- 1. Consult with your board on insurance and other policies. Follow your internal protocols on background check requirements of volunteers and/or guests.**
- 2. Determine the most appropriate shelter space:**
 - What is your capacity to host a shelter? Find out the capacity limits of your available room (s).
 - Are there at least 2 exits? Bathrooms? Proper lighting and fire sprinklers or fire extinguishers
 - What demographic are you going to serve when you host the shelter? Will you include families which children or only adults? What about unaccompanied minors and people with pets?

Our Recommendations:

- At least 10 X 10 floor space per person/or couple, per cot/mattress
 - Consider how you would create an inclusive shelter that is welcoming and safe for all guests
 - Have a separate area for couples or an area where people with pets stay
 - Create a floor plan map with identified bed numbers
- 3. Establish general rules and guidelines:**
 - Establish a team or a church board that you work with to create the general rules and guidelines
 - Have the shelter guidelines posted on a giant whiteboard, or post signs throughout the facility
 - Make guests and staff aware of the floor plan of the space and all shelter guidelines
 - 4. Recruit volunteers and determine their roles:**
 - Fill volunteer shifts, have back up volunteers identified
 - Coordinate with other churches and communities a call to action for recruiting volunteers
 - Ensure all volunteers are briefed on the facility, the guidelines, and shelter plan
 - 5. Create a communication plan:**
 - Identify a person who will oversee communication and social media
 - Have a communication plan to alert community about shelter opening and your needs to help with volunteers or donations
 - 6. Have back up plans:**
 - Do you have a plan if power goes out? Maybe you have access to a generator or maybe you will have to close the shelter
 - Have back up volunteers
 - Know your plan to address a guest that is being unruly or needs medical attention

Chapter 3

Step 2: Staffing Roles and Definitions



Policy Group: Often the Board. Provides off-site guidance to Manager.

Manager: Often the Pastor. Lead staff making decisions when to activate and open, create volunteer shift schedules, make important decisions related to any changes in the shelter. Works closely with all other roles and volunteers.

Planning Section: Maintains current information on the forecasted situation and on the status of resources assigned to the incident.

Resource Section: Ensures there are adequate volunteers and shelter supplies.

Fiscal: Tracks expenses associated with operations.

Safety Section: Ensures safety of whole operations, exit routes, first aid kits, AED, fire extinguisher, flashlights, emergency exits marked...

Volunteer: Volunteers greet new guests, keep shelter in clean and sanitary order, monitor guests and environment, enforces shelter rules. Volunteers track information in the shelter binder: guest logs, volunteer logs, shift schedules, guest agreements, incident reports, inventory needs, and communicates closely with shelter manager.

Guest: All guests of the shelter should be treated with respect. Remember the importance of confidentiality of all shelter guests. Remember not to assume anything about a person, be aware of their preferred pronouns for example. Do you have ability to use their language or use an interpretation service? Guests are responsible to abide by shelter rules and guidelines.

Chapter 4

Step 3: Volunteer Planning

Volunteer Duties: Providing a welcoming and nonjudgmental space. Review shelter rules and guidelines with each guest upon entry. Provide safety and sense of community. Inform Manager of any concerns with guests, facility, or any inventory needs. During each shift volunteers clean, sanitize common surfaces and areas, sweep, remove garbage, and restock bathrooms and supplies. When arriving for their shift, is recommended all shelter volunteers check in with current volunteer on duty to be briefed of current situation. When leaving their shift, it is recommended that volunteers complete a sort of logbook to document any needs or events during their shift.

Identify and prepare volunteers:

- Volunteers should be briefed on the specific plan, shelter binder, and facilities before opening
- It is recommended you identify volunteers and have a shift schedule created before the extreme weather event occurs
- Schedule of shifts and duration of each shift will depend on your facility and your volunteer resources
- If possible, have back up volunteers scheduled, just in case someone is unable to report to their shift
- Depending on the number of guests you may require more volunteers, we recommend always having at least 2 staff
- Recommend volunteers be vaccinated for COVID-19
- Call upon other churches and communities for help recruiting volunteers

Shift schedule examples:

Example 1	Example 2	Example 3
6 pm- 10 pm	4 pm- 8 pm	6 pm-12 am
10 pm- 2 am	8 pm- 12 am	12 am-6 am
2 am- 6 am	12 pm- 4 am	6 am-12 pm
6 am- 10 am	4 am – 8 am	12 pm- 6 pm

Volunteers Should Tour Facilities and know:

- Exit Routes
- Off limit spaces
- Specific keys they may need access to
- Bathroom locations
- Storage and cleaning supplies
- Kitchen space or volunteer only space
- Location of first aid kits, fire extinguisher, Narcan, other safety supplies

Volunteers should never hesitate to call 911 in case of any emergency

Volunteer Resources

- 1) First Aid and CPR
- 2) Stop The Bleed
- 3) American Red Cross YouTube shorts
 - a) Operating a Shelter:
www.youtube.com/watch?v=2PSS2_UbRJ0
 - b) Shelter Sign in Form:
www.youtube.com/watch?v=OP_kLy9NDjQ&list=PLpPGplrS0T3qjGeGp6JTbp7XwocSI19EU
- 4) EMD, Emergency Management Division YouTube shorts
<https://www.youtube.com/emdprepare>
- 5) FEMA
www.ready.gov
- 6) Winter Weather Shelter Programs for the Homeless, MRSC
<https://mrsc.org/Home/Stay-Informed/MRSC-Insight/December-2018/Homeless-Winter-Weather-Shelter-Programs.aspx>
- 7) Emergency Shelter Learning Series- National Alliance to End Homelessness:
<https://endhomelessness.org/resource/emergency-shelter/>
- 8) Severe Weather Shelters for Winter and Beyond:
www.mrsc.org/Home/Stay-Informed/MRSC-Insight/January-2022/Severe-Weather-Shelters-a-primer.aspx
- 9) Key Considerations for Implementing Emergency Shelter Within an Effective Crisis Response System:
www.usich.gov/resources/uploads/asset_library/emergency-shelter-key-considerations.pdf
- 10) Medical Reserve Corps, MRC- Sheltering Section
www.mrcvolunteer.org/sheltering-.htmlw
- 11) ADA checklist for Emergency Shelters
<https://www.ada.gov/pcatoolkit/chap7shelterchk.htm>

Chapter 5

Step 4: Guest Considerations

Determine who you can serve before shelter opening, have resources to give if someone shows up that you cannot serve. See attached list of Skagit Count Resources on page 28 of this guide so that you can give appropriate referrals if unable to serve anyone. Be prepared to serve people of different cultures, religions, and abilities. Your team will establish rules and guidelines; however we encourage to make the shelter as low-barrier as possible.



Maintain guest confidentiality:

All guests in shelter must have their confidentiality maintained, do not share with other guests or visitors any information. Do not confirm or deny if a person is staying in the shelter.

Guest Intake Process:

- Volunteers greet and welcome new guests
- Get name and contact information of guest, assign bed- keep in shelter binder
- Review code of conduct and shelter guidelines with each guest, every guest signs an agreement which is kept in shelter binder
- Use interpretation service and translated forms when possible
- If available give new blankets, hygiene kits, snacks, water to new guest
- Guests should sign in and out as they leave

Determine other Rules and Guidelines you may consider any of the following policies:

- no in and out rule: once a guest is in for the night, they cannot leave
- volunteer escorts to smoking section
- volunteer escorts to bathroom and waits outside
- food only allowed in a certain area
- offer the use of a pet crate to allow people with pets



Chapter 6

Step 5: Operations Planning

Hours of Operation:

The hours of operation depend on facility availability and volunteer resources. If shelter is only open overnight, you may inform guests about day warming locations, or other resources as available such as the nearest library for example.

Set Up:

a. Signage to consider

- Green sign with hours when open, Red Sign when shelter is closed
- Post code of conduct, shelter rules and guidelines
- Post evacuation routes
- Post map of: exit routes, bathrooms, fire extinguisher, first aid kits
- Post any signs about hygiene, safety, tips
- Use one giant white board for all updates, place at entry

b. Communication plan

- Alert public health, your local City leads, other churches
- You may need to recruit volunteers and donations
- Use social media

c. Staff/Volunteers have access to supplies and set up shelter

- You may decide to mark each bed with a bed number
- 10 X 10 space for each bed
- Check if all supplies are stocked
- Welcome desk is set up

First Aid and Safety Plans are established:

- 1) All volunteers know where supplies are
- 2) Fire extinguisher locations
- 3) Have an emergency plan and safe meeting place in case of evacuation
- 4) DO NOT HANDLE BLOOD
- 5) Have sharps container on hand, use glove or poker tool to remove any needles
- 6) Do not give any medications to guests
- 7) Do you have a generator in case the power goes out? What is the closure plan if no power?

Do not hesitate to call 911 in case of any emergency

Chapter 7

Step 6: Shelter Binder

We recommend having all forms kept in safe, confidential binder. You can prepare you binder well before any event, so you are ready to activate quickly. Volunteers should be trained on the binder. It is recommended to have forms translated for non-English speaking guests. You may also plan for deaf, blind, or other disability impairments to ensure equitable, quality service to all guests.

These are sample forms included:

- 1) Guest Agreement Form: have all guests sign agreement
- 2) Guest log in form: sign in and out
- 3) Volunteer shift log
- 4) Volunteer shift schedule
- 5) Incident Report

Other forms you might keep in your binder:

- 1) Specific facility information such as codes, off limit area, back up storage supplies
- 2) Specific contact information
- 3) Copies of insurance policy
- 4) Copies of floor plan maps

I. Guest Agreement Form

(Shelter name) welcomes you to our severe weather shelter. We hope that you feel welcome and safe during your stay and ask that you and every other guest here follow these simple guidelines to maintain a positive and safe environment for everyone.

Please smoke only in the designated smoking section:

Smoking Section: _____

Please keep all personal lights out and keep noise quiet after 10 pm.

Quiet hours, lights out: _____

Absolutely no drugs or alcohol while inside the shelter. No drugs or alcohol can be consumed or stored inside shelter. If drugs or alcohol are found, you will be asked to leave the shelter.

Absolutely no weapons allowed on the property. If any weapon is found, you will be asked to leave the shelter.

Absolutely no harassment or threatening behavior. We will all strive to treat everyone with respect, and we ask the same of each guest. Any kind of harassment, threatening behavior, or verbal threats will not be tolerated. Shelter staff have the right to remove any guest should they be aggressive, intimidating or threatening in any way that makes others feel unsafe.

Shelter staff are instructed to call 911 at any time there is threat or risk of violence or any safety concern.

Please only sleep in your designated bed number, please keep all your belongings in only one place.

Please wear clothing at all times.

Please clean up after yourself, if you need any supplies, please ask the shelter staff.

If you have any concerns or need help, please talk with the shelter staff.

The shelter is not responsible for lost or stolen items.

Signature: _____

Print Name: _____

Date: _____

3. Volunteer Log

Date:

Name of staff shift:

Shift hours completed:

Cleaned and sanitized common areas and bathrooms when shift ended

The idea is if we can clean every shift then it won't get so dirty, and it will be more manageable to maintain a sanitary facility. Make sure volunteers always wear gloves. Encourage guests to help with cleaning.

Volunteer leaving gives new volunteer a tour if needed:

- Building and exits
- Rooms (if applicable, using multiple rooms)
- Beds and numbers
- Bathrooms, kitchen, and closets
- Location of cleaning supplies and other shelter supplies
- Location of first aid kits, fire extinguishers
- Smoking section
- Anything else important to show new volunteer

Any incidences or damages:

Please complete an incident report for any injuries, illnesses, events, damages, and any calls to police or emergency response.

Log any concerns with behaviors and actions taken. Log any warnings given to guests.

Inventory needs:

4. Volunteer Shift Schedule

	Name	Contact Info	Date	Shift
Volunteer 1	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Volunteer 2	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Back Up	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Volunteer 1	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Volunteer 2	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Back Up	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Volunteer 1	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Volunteer 2	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Back Up	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

5. Incident Report

**Incident Report should be completed within
24 hours of event**

Please return to shelter manager

PROPERTY DAMAGE or ACCIDENT/INJURY INCIDENT FORM

NAME OF VOLUNTEER: Click or tap here to enter text.

DATE: Click or tap here to enter text.

NAME OF GUEST: Click or tap here to enter text.

PHONE NUMBER: Click or tap here to enter text. E-MAIL: Click or tap here to enter text.

LOCATION OF INCIDENT: Click or tap here to enter text.

DATE OF INCIDENT: Click or tap here to enter text. TIME: Click or tap here to enter text.

WAS LAW ENFORCEMENT CALLED:

Yes

No

TIME: Click or tap here to enter text.

ANY OTHER RESOURCES GIVEN (another agency, Narcan, first aid supplies): Click or tap here to enter text.

DESCRIBE WHAT HAPPENED: Click or tap here to enter text.

If documenting property damage, please take photos.

**Incident Report should be completed
within 24 hours of event**

Please return to shelter manager

BEHAVIOR CONCERN

NAME OF VOLUNTEER: Click or tap here to enter text. DATE: Click or tap here to enter text.

NAME OF GUEST: Click or tap here to enter text.

PHONE NUMBER: Click or tap here to enter text. E-MAIL: Click or tap here to enter text.

LOCATION OF INCIDENT: Click or tap here to enter text.

DATE OF INCIDENT: Click or tap here to enter text. TIME: Click or tap here to enter text.

WAS LAW ENFORCEMENT CALLED:

Yes

No

TIME: Click or tap here to enter text.

ANY OTHER RESOURCES GIVEN (another agency, Narcan, first aid supplies): Click or tap here to enter text.

WAS GUEST PROVIDED A WARNING OR ASKED TO LEAVE SHELTER TONIGHT?

Yes

No

DESCRIBE WHAT HAPPENED: Click or tap here to enter text.

Chapter 8

Appendices: Checklists

Appendix 1. Facility Checklist

Appendix 2. Opening Checklist

Appendix 3. Supplies Checklist

Appendix 4. General safety

Appendix 5. Hygiene

Appendix 6. Food safety

Appendix 7. Disease prevention

Appendix 8. Lice, scabies, and bed bug prevention

Appendix 9. Sanitize and disinfect

Appendix 1. Facility Checklist

- Shelter Manager and Facility host prepare action plan, access to building, keys, storage
- Printed map of floor plan, recommend laminating, keep in shelter binder, available to post on wall
- Must have at least two unblocked emergency exits
- Must have inspection and approval from fire department (most churches already have fire code approval)
- Must have adequate restrooms and facilities to maintain hygiene
- Ensure lights work
- Ensure heat is working
- Maintain cleaning of spaces, bathrooms, floors
- Ensure all supplies stocked and all staff understand where supplies are kept
- Designate smoking section
- Have a large whiteboard where you can update hours, guidelines, code of conduct, and announcements
- Have signs laminated and hung around shelter space
- Have language translated to Spanish

Appendix 2: Checklist for Opening

- Welcome / registration table
- Logbook or Shelter Binder
 - Register all guests and get contact information if available, assign to bed number, keep track in confidential log
 - Log each person in and out, guest, visitor, volunteer, outreach staff contact info, and any notes
 - You might have a shelter binder prepared before opening with log forms, guest agreements, laminated signs, floor plan and maps, printed code of conduct/shelter rules and guidelines
- Designated sleeping spaces
 - Suggestion: use masking tape to put a number on floor and have each bed identified with a number
bed map, with names of each guest associated to bed #
- Suggested supplies stocked: ** review all supplies checklist
- Separate men and women sections, separate couples' section, separate people with animals section (if choosing to do this)
- Signs posted or 1 large white board
 - Building exit route, bathrooms, where first aid supplies are located
 - Code of conduct
 - Designated smoking area
 - Permit (if MV)
 - Hygiene tips
 - Hours
 - Other welcoming and friendly signs
- Hand sanitizer and PPE at each entrance
- Garbage and waste receptacles and bags

Helpful if possible:

- Locker or storage areas
- Air purifier
- Plunger or snake
- Pet crates
- Floor mat to wipe shoes

Appendix 3: Supplies Checklist

- Cots or Mats, blankets
- Liquid Hand soap
- Alcohol based hand sanitizer
- Paper goods: paper towels, toilet paper, tissues
- Garbage bags and bins
- Disposable bags, garbage bags, Zip Lock bags
- Disinfectant, bleach, cleaning solutions which are labeled
- PPE such as gloves and face masks
- First aid kit, AED
- Tape for marking bed numbers on the floors, posting signs, labeling boxes and medications, personal items
- Extra pens, sharpie markers
- Fire extinguisher
- Water, bottles or source and cups
- Sharps container and grabber tool
- Covid test kits
- Narcan
- Hygiene kits if possible- including wipes, toothbrush, toothpaste, shampoo, soap, sanitizer, socks, gloves, brush, comb, deodorant, women's hygiene needs
- Nonperishable snacks
- Plastic bags for people to store their belongings

Appendix 4: General safety

- Flush the indoor air 2-3 times a day for 3-4 minutes. Open all doors and windows to let the indoor air circulate through
- Do not allow smoking indoors. Designated outdoor smoking section should be 25 feet from entrance
- Provide floor mats at all entrances
- Use fans for ventilation in bathrooms
- Replace or clean furnace and air filters if possible
- Provide emergency evacuation routes, have a plan for various kinds of emergencies
- Identify and include the needs of those with disabilities, language, and other access barriers
- Make sure all staff, volunteers, and shelter guests are aware of clear description of their role, and all safety plans
- Have emergency supplies stocked, go bags ready
- Flashlights and batteries
- Post all facility evacuation routes and emergency exit maps
- Visibly mark all exit doors
- Focus on sanitation, clutter control, and keeping all pests out
- Daily check for rodents and pests
- Discourage guests to keep food in sleeping areas
- Always have stocked supplies of gloves, face masks, and sanitization/disinfectant supplies
- Do not sweep or vacuum rodent materials, do not touch wild animals

Appendix 5: Hygiene

- Ensure handwashing stations are working and always stocked
- Liquid hand soap, paper towels, and warm water (100°F- 120°F)
- Post signs to encourage good hand washing procedure
- Volunteers check handwashing station during each shift, each shift all supplies are inventories, restocked, and inform shelter manager when supplies are needed
- Provide hand sanitizer at all entrances and multiple locations throughout facility shelter space (60% alcohol based)
**Hand sanitizers do not replace handwashing; they do not kill all germs and are less effective when used on dirty hand*
- Provide clients with personal hygiene items and women's menstrual products if possible
- If providing showers- ensure warm water 100°F-120°F and schedule cleaning and disinfecting 1-3 times a day
- Provide a heat treatment box, if possible, all belongings get cooked in heat treatment box, follow manufacturer for instructions
- Provide storage options such as plastic bins or zip lock bags for guest's personal belongings
- Disinfect all sleeping areas 1-3 times a day, disinfect cots and mats between usages
- Provide fresh bedding, blankets, and towels and wash bedding at least once a week
- Provide gloves, aprons, smocks, and plastic baskets for any volunteers handling laundry
- Schedule weekly cleaning of washing machines, run a load with half a cup of bleach and hot water to clean machine

Appendix 6: Food safety

- Provide a sink or handwashing station in food prep area, ensure water is warm (100°F-120°F)
- Serve food with tongs, spoons, gloves- do not handle food with bare hands
- Provide sanitizing solution in labeled spray bottle, bleach available
- Have trash can for scraps, dish soap, liquid hand soap, paper towels, sponges, space to air dry
- Use dishwasher if available
- Schedule regular cleaning, volunteer each shift sanitize and clean food prep areas, check for inventory of supplies
- Provide digital thermometer for measuring food temperatures
- Keep hot food hot and cold food cold, minimize time spent in the bacteria growing Danger Zone 41°F- 135°F
- Cool food in the fridge, uncovered, and in small batches to exit the Danger Zone quickly
- Re-heat food to 165° F
- Cook foods to appropriate temperatures:
Vegetables = 135°F / Pork, Seafood, and eggs = 145°F / Beef = 158° F / Chicken = 165°F
- Label all food that is stored
- Refrigerator temperature should be 36°F-39°F

If you know you will be serving food, please contact Skagit County Public Health and find helpful tips and permit forms here: www.skagitcounty.net/Departments/HealthFood/main.htm

Guide on donated food drop offs (DFDOs): www.snohd.org/593/Food-Donation

Appendix 7: Disease prevention

- Encourage guests to disclose health needs or symptoms upon entry
- Refer any medical needs to health care, maintain list of local medical providers
- Contact other shelter providers to see motel voucher when a guest report being ill
- Orient all staff, volunteers, and guests to locations of first aid kits, supplies, available phones, fire extinguisher, handwashing facilities, hand sanitizers, and sharps box locations
- Report any concerns to communicable disease to Skagit County Public Health
- Do not hesitate to call 911 if any staff, volunteer, guests is having trouble breathing, experiencing chest pain, loses consciousness, is bleeding severely, or any issues related, please do not hesitate
- Place people that are feeling ill near the bathroom
- Provide refrigerated space for medications, label everything
- Make sure adequate first aid supplies are stocked
- Keep legible dated attendance logs, and any appropriate notes in logbook
- Promote good air ventilation
- Always take precautions when cleaning, laundering, handling guests belongings
- Immediately clean up any vomit, diarrhea and blood with gloves, masks, apron if available using bleach and disinfect after cleaning
- Provide opportunities or resources where volunteers can receive training such as first aid, CPR, AED

Appendix 8: Lice, scabies, and bed bug prevention

- Encourage guests to report any concerns or symptoms of pest infestation
- Direct guests to receive medical evaluation if any infestation is suspected
- Offer education and hygiene support as available
- Provide extra protective gear for volunteers
- Provide guests plastic bins or zip lock bags for belongings, label
- Provide heat box for treatment of belongings
- If no hot heat box is available, then use machine wash and dry for 130°F at least 30 minutes
- Seal belongings in Ziplock bag for at least 2 weeks to control lice and scabies
- Bag and discard any infested items
- Store client towels and bedding separately
- Store all hygiene items separately
- Discourage clients from sharing items
- Disinfect sleeping areas between each guest, new fresh bedding for each new guest
- Do not self-treat, when possible, use a pest control specialist if needed
- Do not fumigate or use fog as they can be toxic

Appendix 9: Sanitize and disinfect

- Clean with soap and water when you want to remove debris and dirt from any surface before sanitizing and disinfecting
- Sanitize when you want to reduce, but not kill all, the germs on the surfaces. Sanitize frequent use areas often
- Disinfect when you want to kill germs on surfaces. You want to disinfect after cleaning bodily fluids, doorknobs, handrails, light switches
- Instruct people to use disinfectant wipes properly. Use only one wipe to clean and a separate wipe to disinfect
- Purchase a product that kills or reduces the germs you want to control, for instance- many products are not effective against hepatitis A, so be sure to check that information
- Choose a product that cleans and disinfects
- Always read labels and use products according to instructions
- If the choices are overwhelming, a simple bleach and water solution works for most circumstances.
- Ensure chemicals are stored below and or away from food
- Label all bottles well, have the number for poison control posted
- Mix solutions ahead of opening shelter
- Never mix cleaning solutions together
- Always stock supplies and protective gear for volunteers
- Have volunteers clean each shift or create a master cleaning schedule

Chapter 9

Skagit County Resources

Anacortes Family Center (shelter and motel vouchers for families with children)	360-293-2993
Anacortes Police	360-293-4684
Burlington Police	360-755-0921
Compass Health, Mobile Crisis Outreach Team (MCOT) 24/7 available	1-800-584-3578
Community Action of Skagit County (Housing Interest Pool)	360-416-7585
Steven Simmons, Community Action Outreach Program Manager	360-399-9002
Valerie McCormack, Street Outreach Coordinator	360-708-9409S
Sandra Felix, Outreach Case Management Coordinator	360-503-9417
Crisis Text Line	text Home to 741741
Family Promise (shelter for families with children)	360-854-0743
Friendship House (shelter and motel vouchers)	360-336-6138
Mental Health Crisis Line	1-800-584-3575
Mount Vernon Police	360-336-6271
Sedro Woolley Police	360-855-0111
Skagit County Crisis Line	1-800-584-3578
Skagit County Emergency Management	360-416-1850
Skagit County Public Health, Madeleine Anthony	360-416-2014
Skagit DVSAS, domestic violence support	1-888-336-9591
Skagit Regional Hospital	360-424-4111
The Trevor Project, LGBTQ+ support	1-866-488-7386
Trans Lifeline	1-877-565-5586
National Suicide Prevention	1-800-273-8255 1-888-628-9454 (Spanish)
Northwest Youth Services (shelter and motel vouchers for under 24 years)	360-393-0036 360-820-6183 (Spanish)
YMCA, Oasis (shelter for 13-17 years)	360-419-9058



Severe Weather Emergency Shelter Support Request Form

You may submit a request for support to Skagit County Public Health for assistance in accessing supplies, resources, help with communication or additional guidance and support. Skagit County Public Health may have specific supplies or resources available, or we may offer referrals and information. We guarantee a response within 24 hours.

Date: Click or tap here to enter text.

Contact Name: Click or tap here to enter text.

Email: Click or tap here to enter text.

Phone: Click or tap here to enter text.

Shelter Site name and address: Click or tap here to enter text.

Please list what supplies or information you are requesting: Click or tap here to enter text.

Submit this form to:
Madeleine Anthony
manthony@co.skagit.wa.us
Skagit County Public Health
306-416-2014