

	A	B	C
1	Questions from the Training for County Departments of Social Services on Sheltering During COVID-19	Answer	
2	Many of the shelter locations are in schools with limited space available for use. How would the shelter look different with the new procedures?	Shelters will be set up in accordance with Center for Disease Control (CDC)/Federal Emergency Management Agency (FEMA)/ Health and Human Services/ American Red Cross (ARC) Guidance. https://nationalmasscarestrategy.org/covid-19-sheltering-guidelines/	
3	This is a great plan/model. Our local ARC was already short staffed. How will they be able to provide these additional guidelines. Also this model increases the amount of staff Public Health will need to provide. PH is already overwhelmed with COVID work. Has there been any recruitment happening?	ARC has been working diligently recruiting volunteers and preparing the volunteers to work during a COVID-19 Environment.	
4	For counties in which their internet/technology is not as strong/updated, what are the plan of Red Cross to assist those counties/families?	ARC and County Management will determine as appropriate to ensure hotspots or mifis are available.	
5	As CDC updates their guidelines will the guidelines for shelter change?	Yes. https://nationalmasscarestrategy.org/covid-19-sheltering-guidelines/	
6	When there are no cots available in a congregate shelter, where do clients sleep?	County Management and ARC will set up congregate sheltering as appropriate depending on each situation.	
7	What is the Red Cross recommendation for securing non-congregate sheltering through hotels? MOA, MOU?	Yes, MOA or MOU between the County Government and hotel will be appropriate.	
8	Do you recommend use of plexiglass screens for distancing in school shelters?	County Management should follow the Center for Disease Control (CDC)/Federal Emergency Management Agency (FEMA)/ Health and Human Services/ American Red Cross (ARC) Guidance and determine accordingly. https://nationalmasscarestrategy.org/covid-19-sheltering-guidelines/	
9	How will evacuees know whether they are going to a congregate or non-congregate shelter?	County Management should ensure they are communicating public messaging related to evacuation and shelter by all options clearly and simple for residents to follow.	
10	Despite messaging encouraging individuals to identify alternate options for evacuating, sheltering may be the only option in many rural counties so how will overflow be managed?	County Management will determine whether to open more congregate sheltering or seek additional non-congregate sheltering or seek state assistance.	
11	Have you considered the risks associated with utilizing shelter residents as workers?	County Management will determine if using shelter residents as workers is appropriate or not.	
12	I just want to confirm that shelter residents will not be able to bring blow up beds to the shelters and or other items and this will be conveyed to everyone involved.	County Residents are encouraged to bring the recommended listed items under ready.gov. No, blow beds will not be allowed.	
13	Do temperature checks alone determine covid infection or risk..., will they be completed more than once during the shelter stay for all	County Management and ARC will follow the Center for Disease Control (CDC)/Federal Emergency Management Agency (FEMA)/ Health and Human Services/ American Red Cross (ARC) Guidance and determine accordingly. https://nationalmasscarestrategy.org/covid-19-sheltering-guidelines/	
14	How much reliance will there be on virtual assistance vs having people onsite? There may not be access to computers and the risk of power outage during a storm is high.	Virtual Assistance will be the initial way County Management, ARC, and Shelter Management will operate. If necessary, other options will be used.	
15	As a part of our staff orientation we complete the Shelter Fundamentals training through American Red Cross Edge. This site works very well when tracking staff training. Will COVID-19 shelter trainings/updates be available on American Red Cross Edge site?	Yes. New users will need to set up an Extended Enterprise (EXT) User Account. Extended Enterprise accounts give users the ability to access the EDGE learning management system. To create an Extended Enterprise account,, go here: https://arc.csod.com/selfreg/register.aspx?c=edge%20ext After you have created your EXT account, or if you have a current account you can access EDGE with this link: https://arc.csod.com	

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16	Will Hot Meals be prepared or Bag Lunches to prevent germs?	<p>Meal Requirements</p> <ul style="list-style-type: none"> • Do not use bulk food in Cambros or any large container that requires food to be transferred to a clamshell or other container at the shelter to be consumed. • Use individually packaged meals. Examples include: <ul style="list-style-type: none"> o Boxed meals (as with sandwich, fruit, and chips) completely contained in a box or bag; o Complete meals from a caterer, vendor, or restaurant that are delivered already sealed in containers and labeled with the contents; o Frozen thaw-and-serve sandwiches. • Use shelf-stable, single-serve, ready-to-eat food items procured through nationally or locally contracted suppliers. Examples include: <ul style="list-style-type: none"> o Heater meals (also known as meals-ready-to-eat or MREs); • Instructions for using heater meals are on the box. https://nationalmasscarestrategy.org/wp-content/uploads/2020/08/DCS-COVID19-Compendium.pdf • Demonstrate to clients how to safely heat their meals. • Instruct clients with children to heat the meals for them. <ul style="list-style-type: none"> o Meal bars; o Tuna and chicken in pouches; o Fruit cups; o Peanut butter packets. 	
17	What about individuals who are more concerned about their health and request an isolated area in the shelter?	Shelter Residents who expressed concern of health and ask to be in an isolation area will be given every consideration possible.	
18	If I have a family that presents to the shelter, and one family member has a fever and symptoms, do I isolate them as a family or only isolate the one with symptoms?	The entire family will be isolated together.	
19	Will there be language translators available in person or virtually to help those in need or will there be a contact number provided	Virtual Interpreter Assistance will be the initial way County Management, ARC, and Shelter Management will operate. If necessary, other options will be used.	
20	Back to the earlier presentation....will the covid screening be outside in the weather or right inside the door?	County Management and ARC will determine how to screen considering the weather.	
21	What the options for DSS for additional support staff taking in consideration many DSS workers are considered high risk for COVID	County Management have been encouraged to explore all County Employees to work shelters.	
22	Will there be computer equipment supplied to shelters with some means of internet connection capability to take advantage of these virtual services?	County Management and ARC will determine what and how much computer equipment to made available for Non-Congregate and Congregate Sheltering.	
23	What kind of support is going to be provided to the staff if they test positive due to working at the shelter?	If County Staff, support will be provided through County HR and Public Health. If ARC Staff, ARC will provide support.	