



Medical Shelters

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What are Medical Shelters?



- Medical Shelters are facilities with trained staff to care for people who cannot be accommodated in a general population shelter because of their medical needs.
- Medical shelters provide a higher level of medical support than general population shelters (e.g. Red Cross shelters).

What is the Purpose of the Medical Shelter?

The purpose of the Medical Shelter is to provide safe and temporary shelter to individuals who require support with their medical needs.



Who Decides Where Individuals Go?



- **Emergency Medical Services (EMS)** will stabilize and transport. EMS regulates, monitors, plans, and coordinates pre-hospital emergency medical services, hospital emergency programs, and trauma centers
- **Reception Centers** will staff medical people to triage and send individuals to appropriate shelters (general population, special needs, or medical).



Who Should Go To a Medical Shelter?

Individuals with minor medical conditions who are stable and require daily assistance to meet their medical needs will qualify for a Medical Shelter.

Examples include:

- assistance with medication administration or daily living activities
- treatments, such as wound dressings
- helping the oxygen dependent



Who Should *NOT* go to a Medical Shelter?



- Individuals with unstable medical conditions are not suitable for a Medical Shelter...they are best taken care of at a hospital.
- They will be transported to hospitals from the pre-hospital stabilization site or reception center via a triage system.

Are Pets Allowed ?



- Only service animals are permitted in the shelter.
- It is best for pet owners to identify a safe location prior to the emergency as to where their pets will stay.



Shelter Set-up and Floor Plan



- Shelter Activation Supplies (numbered boxes)
- Cots/Beds (spacing) (blankets/pillows/chairs)
- Tables (may need to use University's tables)
- Nurses Station Area (charting & administrative supplies)
- Medical Supplies Area
- Laundry Area
- Food Area



What Can Individuals Expect at a Medical Shelter?

Individuals will receive:

- sleeping accommodations
- food/hydration
- trained medical staff who will be available to assist with medical needs

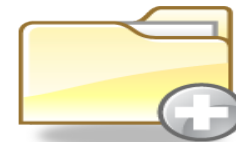
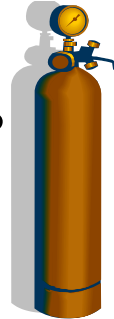
Shelters are *not* able to provide convenience or luxuries as hotels or hospitals.



What Should Patients Bring to the Shelter?

Items individuals should bring include:

- The caregiver should come with the individual to the shelter (only one caregiver per shift)
- Durable medical equipment such as walkers and oxygen tanks
- All medications and supplies
- Personal items
- Any special dietary needs
- Important documents such as contact numbers and medical information



What Should *NOT* Be Brought to the Medical Shelter ?

- Weapons
- Alcoholic beverages
- Illegal drugs
- Pets
- Cell phones



Are *NOT* permitted in the shelter.

Location of Shelters:



- North Dakota residents will be directed to a “*Reception Center*” location for a triage process. The reception center information will be available via local news media.
- NDDOH has secured facilities at the *University of Mary* in Bismarck and *University of North Dakota* in Grand Forks to locate Medical Shelters.
- Staff will be notified via the Health Alert Network.

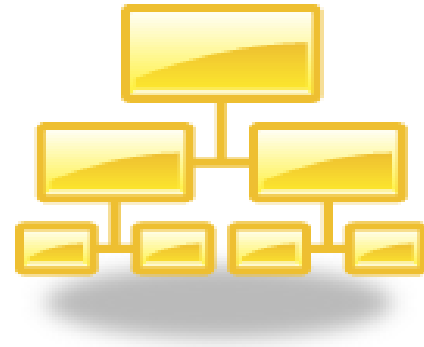
NDDOH Activation for Medical Shelter

- Alert & Notifications
- Arrival of staff
- Mobilization and assignment of staff
- Expectations
- Incident Command System

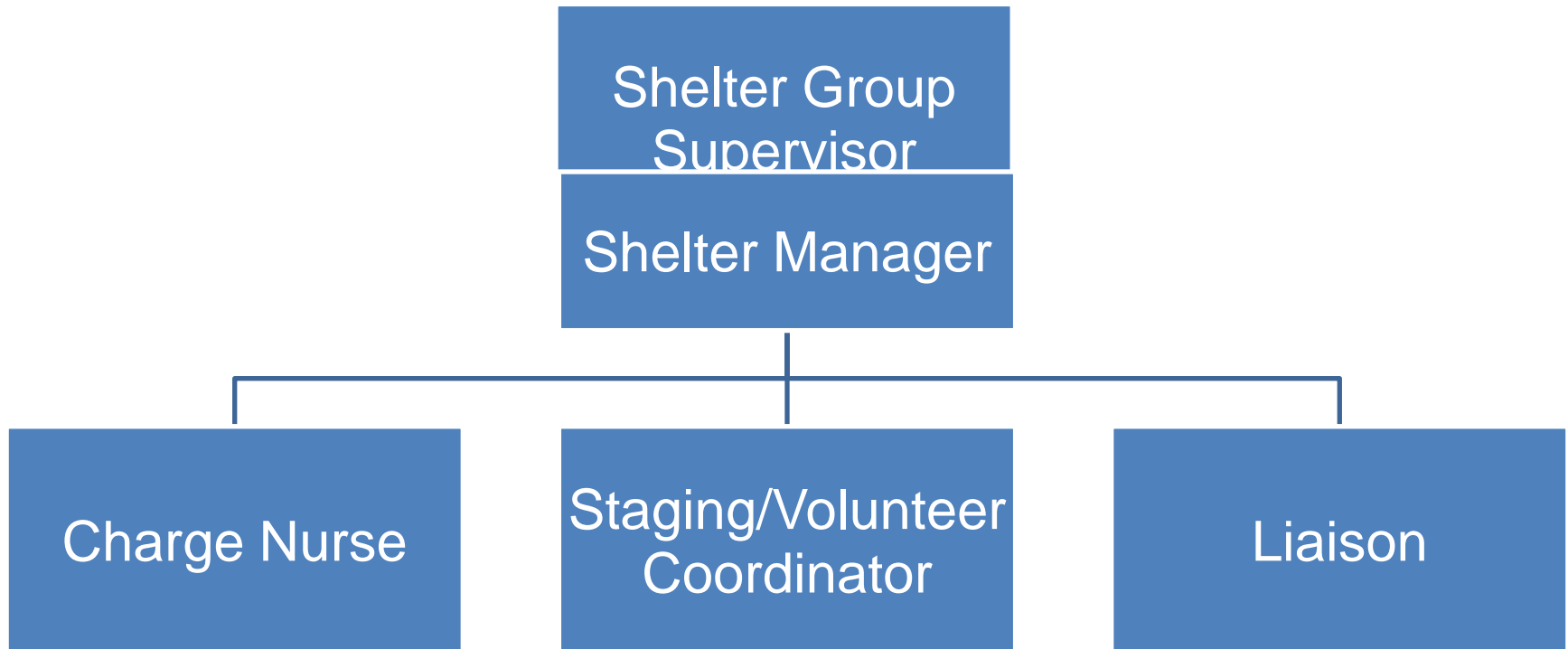


Why Do We Use the Incident Command System?

- Greater efficiency
- Better coordination
- Effective communication
- Accountability
- National Incident Management System compliance



Medical Shelter ICS Chart



ICS Features

Organizational Structure:

Command Structure: Report to one supervisor-Promote accountability-Prevent confusion

Communications: Plain English-No codes-No jargons

Devices-Radios, cell phones, email, etc

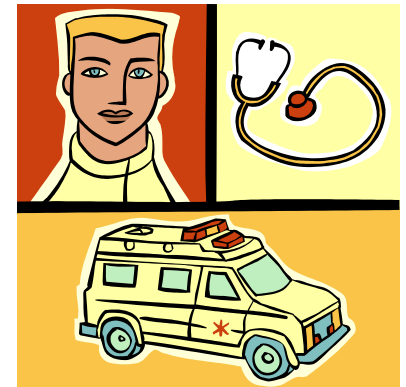
Management by Objectives: Determine shelter policy and direction

- Establish shelter objectives/goals
- Select appropriate strategies to achieve objectives/goals
- Shelter Manager carries out objectives

Resource Management: Health Emergency Operation Center (HEOC) allocates resources

Medical Shelter Operations Include

- Overall Incident Management
- Equipment and Supplies
 - Signage
 - Beds and blankets
 - Prepared food
 - Medical supplies
- Medical Shelter Personnel
- Behavioral Health Professional Support
- Staff Training
- Documentation
- Briefings
- Safety & Security



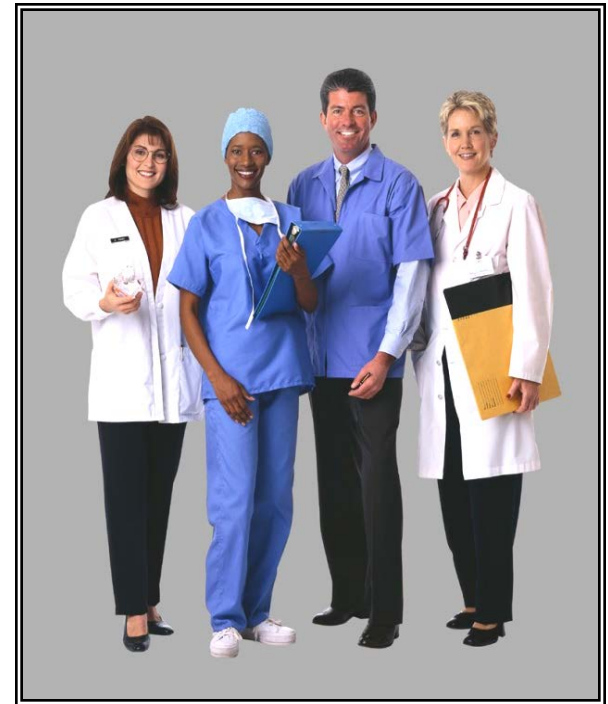
Medical Shelter Staff

- Nursing faculty, nursing students, EMT personnel, and other university and community volunteers may work at the medical shelter. They will:
- Work 12 hour shifts (if possible)
- Be flexible
- Work as a team
- Triage and assess
- Assure patient safety



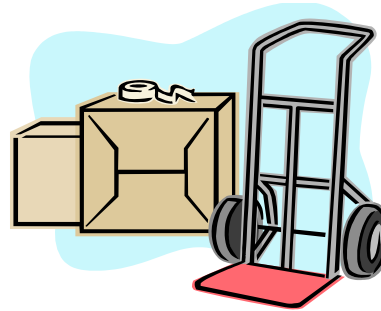
Medical Staff

- Medical Director (Physician)
- RNs
- LPNs
- CNAs and EMTs
- Mental Health Professionals
- Medical Reserve Corp (MRC)
Qualified Medical Professional Disaster Service
Volunteers



Non-Medical Staff

- Data entry
- Runner
- Housekeeping (University)
- Laundry (University)
- Refuse (University)
- Food & Hydration (University)
- Supplies
- IT & Communications
- Safety & Security (University)



Reporting to the Medical Shelter

- When staff enter the shelter they will report to the staff/volunteer supervisor for the appropriate sign-in process.
- Staff must always sign in when arriving and sign out when leaving.
- The staff/volunteer supervisor will assign work areas.
- Volunteer staff will complete the volunteer form (PHEVR/MRC) either online or onsite so skills/interests can be identified, contact information for emergencies is documented, and appropriate licensing is verified.
- Staff will receive a quick tour and orientation to the shelter.

What Staff Should/Should *NOT* Bring to Shelter

Medical shelter staff should bring the following:

- Photo Identification
- Emergency contact information
- Bag with personal items such as: feminine hygiene products, personal prescription meds, eye glasses, protein snacks, etc
- Extra Clothing –scrubs may be available, but the volunteer should bring appropriate attire for on-duty and off-duty times.



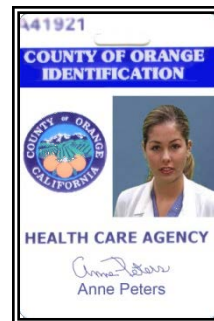
Medical Shelter workers should *NOT* bring:

- Cell phones
- Weapons
- *ANY* valuables (money, jewelry, & etc)



Staff Arrival

- Arriving staff will receive a report from the Shelter Manager and/or appropriate staff from the previous shift
- Staff must wear designated identification at all times
- Arriving staff must review Job Action Sheet



Medical Shelter

Orientation Checklist for Staff/Volunteers

General overview of shelter layout:

- Staff Only Areas
- Supplies
- Bathrooms/Showers
- Pharmacy
- Patient Areas
- Meal Areas
- Laundry/Housekeeping Area



Shelter Rules and Routines

- Mealtimes
- Briefings/Updates
- Morning duties
- Afternoon duties
- Evening duties
- Bedtimes
- Staff shifts
- Non-smoking facility
- Phone use



Staff Precautions

Infection Control

- The spread of infection is a major concern within the shelter environment.
- Staff will wash hands and use hand sanitizer frequently (*hand sanitizer will be available for use when entering and exiting the shelter and at key locations in the shelter*).
- Staff will wear gloves with any potential contact of blood or body fluids, such as, changing patients' beds or cleaning beds between patients.
- Staff will always wash hands after removing gloves.
- Staff will wash hands before distributing food.
- Staff will report immediately to the charge nurse any patient who has a cough, fever, diarrhea, vomiting, or wounds.



Patient Confidentiality



Importance of confidentiality

- Staff will be mindful of the private nature of medical information.
- All medical information about shelter patients is confidential and can only be shared with those individuals who have a need to know in order to provide care.
- If staff are unsure of the need to share health related information, they should check with the charge nurse.

Patient Needs

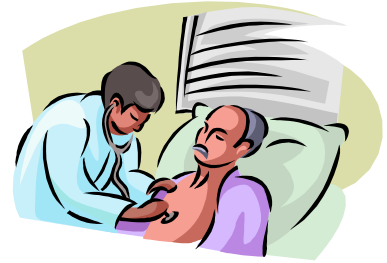
Individuals sent to the medical shelter may have medical conditions such as:

- Hypertension
- Diabetes
- Chronic lung disease
- Chronic kidney disease
- Obesity
- Cancer
- Cardiac conditions

Some may require mobility assistive devices like wheelchairs & walkers

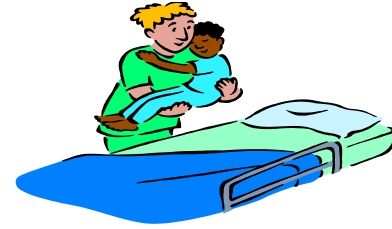
Patient Care

- Assist with bathing
- Assist with meals
- Assist with medications
- Assist with wound care
- Provide treatments
- Monitor patient status
- Document patient care





Safety



- All staff should exercise reasonable care and judgment and remain vigilant to assure personal and patient safety.
- Observe for fall hazards such as obstructed walkways, electrical cords, and uneven floor mats.
- Be watchful for malfunctioning equipment.
- Utilize proper body mechanics when lifting and moving supplies and people.
- Safety is also promoted by adhering to shelter rules.
- Security personnel (University) will be present in the shelter.
- Living in close quarters under stressful conditions may cause patients' tempers to flare. Staff will call for security if problems arise.



Deactivation of Medical Shelter



Questions????????????

