
**Shelter Operations Simulation
DCSSHOPSSIM
Course Type: SIM
Course Level: Simulation
Course Date: April 2017
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Description

The American Red Cross *Shelter Operations Simulation* establishes an environment for participants to practice the knowledge they learned after completing the *Shelter Fundamentals* course.

It is a “hands on” skills-based simulation. Participants work in teams that rotate through three skills stations based on the four phases of the Sheltering Process presented in the course: resourcing, opening, operating and closing a shelter.

In addition, a select number of shelter manager candidates are given the opportunity to practice the knowledge they learned after completing the *Shelter Management* course as skills station leads.

Ideally, the exercise should be conducted in an actual shelter facility that the region uses in the event of a disaster. This will make the exercise more realistic as participants carry out the tasks of shelter workers.

Purpose

The purpose of this simulation is to enable participants to simulate roles and gain sheltering experience using the content presented in the *Shelter Fundamentals* course.

Learning Objectives

The *Shelter Operations Simulation* focuses on the various shelter operation tasks required to maintain a functioning shelter. Three overarching goals have been outlined for the simulation in order to provide the participants with a successful and productive learning experience:

- Promote teamwork through interactive group activities that correspond to resourcing, opening, operating and closing a shelter.
 - Reinforce the key activities and tasks that are involved in resourcing, opening, operating and closing a shelter as presented in the *Shelter Fundamentals* and *Shelter Management* courses.
 - Provide participants with an opportunity to practice their skills at setting up, operating and closing a shelter at the following skills stations: Reception, Dormitory Registration and Information; Dormitory; Feeding and Supplies.
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Audience	<ul style="list-style-type: none">• Volunteers, employees and partners of the Red Cross who want to work in Red Cross shelters• Current shelter workers who want to be shelter managers
Prerequisites	<ul style="list-style-type: none">• <i>Shelter Fundamentals</i>• <i>Shelter Management</i> (for shelter manager candidates)
Length	<ul style="list-style-type: none">• For participants, six hours of simulation time• For facilitators and skills station leads, seven hours (includes pre-and post exercise tasks)
Scheduling	Local units and regions should schedule offerings in EDGE as they would any classroom offering. The recommended number of participants is a minimum of 12 and a maximum of 24.
Facilitator Requirements	<p>This simulation is led by two or more certified Disaster Course Simulation Facilitators. One facilitator is identified as the “lead” facilitator based on facilitation and sheltering experience.</p> <p><i>Shelter Operations Simulation</i> requires facilitators who have the following skills, knowledge and abilities:</p> <ul style="list-style-type: none">• Certified Disaster Basic Instructor• Certified Disaster Course Simulation Facilitator*• Experience working in a Red Cross shelter• Experience facilitating or participating in simulations• Experience teaching <i>Shelter Fundamentals</i> or <i>Shelter Management</i>• Strong organizational skills to coach and lead a group of skills station leads throughout a simulation• Knowledge of Red Cross agreements with other agencies that provide disaster relief, the regional disaster plan and current Disaster Cycle Services operational doctrine
Materials and Equipment	<p>A comprehensive list of items needed for the simulation is provided in the Appendix of <i>Shelter Operations Simulation Facilitator Guide</i>. <u>It is the primary responsibility of the lead facilitator for the simulation to coordinate with the host region on how to obtain and deliver equipment and supplies to the simulation site and to determine who is responsible for the printing of the course handouts.</u></p> <p>Note: In addition to the basic course materials listed below, there are numerous supplies, doctrine job tools, forms and other handouts needed to conduct this simulation which should be downloaded from the Sheltering Toolkit on the Exchange.</p>

- *Shelter Operations Simulation Facilitator Guide* with the following handout:
 - *Shelter Operations Simulation Skills Station Leader Guide*(6-8 copies)
- *Shelter Operations Simulation Participant Guide* (one for each participant)
- *Shelter Fundamentals Simulation Participant Briefing PowerPoint*
- *Shelter Operations Simulation Participant Sign-In Sheets* (or EDGE roster)
- Computer and LCD projector
- Sticky notes
- Name tags
- Easels, easel pads, and markers
- Blue/masking tape
- Participant evaluations (one per participant)

The facilitator guide, participant guide, doctrine handouts and PowerPoint presentation are downloadable from The Exchange, the Red Cross intranet.

The course materials are also available for purchase from the FedEx Office Doc store. These materials are designed to be printed double- sided, black & white.

*Facilitators must complete the *Disaster Course Simulation Facilitator Fundamentals* training prior to delivering the *Shelter Operations Simulation*. Refer to the facilitator fundamentals fact sheet on The Exchange.

Help / Contact Information

Please email questions or comments concerning this course to: DisasterTraining@redcross.org.