

# MEDICAL NEEDS SHELTER (MNS) PLAN

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## **1.0 Purpose**

- 1.1 The purpose of the Medical Needs Shelter (MNS) is to provide adequate, short-term, supportive medical care during a natural or technological disaster when the patient is displaced from their home or specialized facility and cannot be accommodated at a general population shelter due to their medical needs.

## **2.0 Situation and Assumptions**

- 2.1 The Governor has declared a State of Emergency.
- 2.2 An increasing number of people are sustained at home using medical equipment and skilled care for respiratory assistance, feeding, and medications.
- 2.3 Natural or technological disasters may affect the operation of the specialized medical equipment or the ability to get medical care to the patient.
- 2.4 Prolonged events may quickly deplete home medical supplies.
- 2.5 During a mass casualty incident, hospitals and long-term care facilities may not be an appropriate location for the care of this patient sub-set due to available space considerations and the need for beds to be made available to the maximum extent possible.
- 2.6 The establishment and use of MNS sites should be a last resort after a declared State of Emergency, and hospitals may be able to accommodate potential MNS patients, depending on the circumstances of the event and the judgment of the SHO, State and county EMAs, EMS, and ARC.
- 2.7 The American Red Cross of the Delmarva Peninsula (ARC DMVP), hereafter referred to as ARC, does not provide medical care within its shelters.
- 2.8 MNS operations may be expanded within operating MNS sites or to other locations at the discretion of the SHOC.

## **3.0 Concept of Operations**

### **3.1 General**

- 3.1.1 The MNS is designed to serve as a transitional area, with capability for a short term stay (up to 96 hours), with all patients then being returned to their homes or moved to other long-term care facilities. The shelter staff will provide care under the written guidelines and with medical direction as set forth here. When necessary medical care exceeds written protocols,

shelter staff will consult the Medical Director for specific physician orders.

### **3.2 Oversight and Management**

3.2.1 The Division of Public Health (DPH) oversees the MNS in accordance with the *Delaware Emergency Operations Plan* (DEOP), ESF 8-Public Health and Medical Plan.

3.2.2 The Delaware National Guard (DNG) will provide medical oversight and staffing for MNS operations.

3.2.3 The Delaware Emergency Management Agency (DEMA) will determine appropriateness of MNS activation based on emergency conditions, agency recommendations and resources.

### **3.3 Patient Capacity**

3.3.1 Each MNS is designed to accommodate up to 50 patients.

3.3.2 A MNS can be expanded to accommodate up to 200 patients if necessary with the deployment of four (4) MNS trailers to the same shelter site.

### **3.4 Operation**

3.4.1 The MNS is designed to operate continuously for 96 hours if necessary.

### **3.5 Facilities**

3.5.1 The MNS plan can accommodate opening and staffing of up to four (4) MNS concurrently, depending upon the mission priorities for DNG and the availability of the Delaware Medical Reserve Corps (DMRC).

3.5.2 Primary and back-up facilities should be pre-identified and evaluated in each county and the City of Wilmington to allow for activation to meet specific needs of the situation (see Tab D for Criteria).

3.5.3 DPH, with concurrence from the local emergency management agencies (EMA) will maintain signed agreements with facility owners.

### **3.6 Support Services**

3.6.1 MNS will be either co-located with or in close proximity to American Red Cross (ARC) Shelters.

3.6.2 ARC will provide basic shelter services to all residents including food and sanitation.

### 3.7 **Activation**

3.7.1 Before the MNSs can be activated, the Governor must declare a State of Emergency.

3.7.2 Requests to activate MNSs should be made by the local Emergency Management Agencies (EMAs), DPH, ARC, local Advanced Life Support (ALS) services (through local EMAs), hospitals (through DPH) and others to DEMA.

3.7.3 Upon accepting the request(s) to activate one or more MNS, DEMA will designate the MNS sites to be used. (Site list in development)

### 3.8 **Case Definition of Typical MNS Client**

3.8.1 A MNS is designed to care for people with minor health or medical needs that may require assistance with activities of daily living (ADL's), professional observation, maintenance and/or assistance with medical treatments including medication administration or dressing changes. The facility should not be used for individuals requiring extensive medical treatment. They should be referred to a hospital for treatment.

3.8.2 Patients are classified as either Level one (1), two (2), or three (3). Level 2 patients are acceptable for the MNS. (See Tab A for examples). Level 1 patients are sent back to ARC shelters. Level 3 patients are forwarded to area hospitals

3.8.3 Examples of acceptable patients are not all-inclusive and the MNS triage officer with medical direction has the authority to make final admission decisions.

3.8.4 Patients with certain behavioral disorders (except for those that are suicidal, homicidal, or that otherwise present a danger to themselves or others) may be admitted to the MNS at the discretion of the Triage Officer and the MNS Site Director.

3.8.5 Individuals with non-typical functional needs will be allowed into the MNS at the discretion of the MNS Site Director.

### **3.9 Considerations for MNS Activation**

- 3.9.1 The following is a list of considerations when determining whether to activate a MNS:
  - 3.9.1.1 An evacuation of the public has occurred or may occur, causing persons with medical needs as described in Section 3.8 to seek shelter.
  - 3.9.1.2 Evacuation is expected to last more than eight (8) hours.
  - 3.9.1.3 Hospitals cannot accommodate surge of patients during an emergency.
  - 3.9.1.4 Local emergency medical services are experiencing increased call volumes due to extended travel times and limited hospital choices.
  - 3.9.1.5 A number of people with special medical needs have arrived at the ARC shelter and/or the ARC is receiving requests to shelter people with special medical needs.
  - 3.9.1.6 Depending on the situation, the SHO can determine the need to either open one or more MNS within a given local jurisdiction or to send the potential MNS patients to area hospitals.

## **4.0 Participants**

### **4.1 Primary Agencies**

- 4.1.1 Division of Public Health (DPH)
- 4.1.2 Delaware National Guard (DNG)
- 4.1.3 Counties and Local Emergency Management Agencies (EMA)
- 4.1.4 Delaware Emergency Management Agency (DEMA)
- 4.1.5 Delaware State Police (DSP)
- 4.1.6 Division of Substance Abuse and Mental Health (DSAMH)
- 4.1.7 Division of Medicaid and Medical Assistance (DMMA)

## 4.2 **Support Agencies**

4.2.1 American Red Cross of the Delmarva Peninsula (ARC)

4.2.2 Basic Life Support Agencies (BLS)

4.2.3 Advanced Life Support Agencies (ALS)

4.2.4 Department of Transportation (DelDOT)

4.2.5 Hospitals

4.2.6 Home Health Care Agencies

4.2.7 Hospice Care Providers

4.2.8 Durable Medical Equipment Suppliers

4.2.9 Communications Corps

4.2.10 Local Law Enforcement Agencies

## 4.3 **Other**

4.3.1 Patient/Family/Caregiver

## 5.0 **Roles and Responsibilities**

### 5.1 **Primary Agencies**

#### 5.1.1 **Division of Public Health**

5.1.1.1 Develops and maintains the Medical Needs Shelter (MNS) plan.

5.1.1.2 Develops, maintains and annually reviews Memorandums of Agreement (MOUs) with 4-8 potential facilities for MNS sites (two in each county and the City of Wilmington). Local EMAs to assist in identification and evaluation of sites.

5.1.1.3 Maintains and updates contact information quarterly.

5.1.1.4 Provides contact information to agencies identified in MNS Plan.

- 5.1.1.5 Recommends activation of MNS to DEMA upon hospital request or other determination based on impact to health care system.
- 5.1.1.6 Oversees MNS as described in Sections 1.1 and 3.2.1.
- 5.1.1.7 May need to provide staff as described in Section 6.0, if DNG is unavailable.
- 5.1.1.8 Coordinates needs of MNS as requested from the MNS Medical Director.
- 5.1.1.9 Provides additional medical staff from Medical Reserve Corps as available and needed.
- 5.1.1.10 Transports staff, supplies and equipment to MNS.
- 5.1.1.11 Provides adequate supplies and equipment to support a minimum of four (4) MNS concurrently each with 50 patient capacities. Recommended equipment listing and agency responsible is listed in Tab E-2—Supplies and Equipment for MNS.
- 5.1.1.12 Coordinates with hospitals.
- 5.1.1.13 Provides public notification of MNS openings and location. Coordinate with DEMA and Joint Information Center (JIC), if activated.
- 5.1.1.14 Identifies needs and provides training to Delaware National Guard staff.
- 5.1.1.15 Exercises the MNS plan in cooperation with the support agencies.
- 5.1.1.16 Develops a MNS Fact Sheet for distribution to the medical needs community.
- 5.1.1.17 Works with the DPH's Office of Health and Risk Communications (OHRC) to develop a media awareness campaign.
- 5.1.1.18 Coordinates the use of Interpreter Corps to meet the needs of those with language barriers and for those who are deaf or hard of hearing.

5.1.1.19 Maintains records and documents agency costs.

**5.1.2 Delaware National Guard (DNG)**

5.1.2.1 Provides command and control, medical oversight and staffing for MNS operations.

5.1.2.2 Provides primary security personnel to MNS. Security staff should minimize access to the MNS by other persons sheltered at the same location unless they are a family member or caregiver to a patient, as well as restricting non-MNS personnel access to the Administrative, Pharmaceutical, and Counseling areas. DNG security staff may also assist in crowd control.

5.1.2.3 Provides primary staff as described in Section 6.0.

5.1.2.4 Ensures staff is trained in operations.

5.1.2.5 Reports patient count as determined to the State Health Operations Center (SHOC) during an emergency.

5.1.2.6 Assists DPH with maintaining adequate supplies and equipment to support a minimum of four (4) MNSs each with a 50 patient capacity.

5.1.2.7 Transports staff, supplies and equipment to MNS.

5.1.2.8 Provides back-up power sources/fuel as requested.

5.1.2.9 Participates in annual plan review.

5.1.2.10 Participates in annual training and exercises.

5.1.2.11 Maintains records and documents agency costs.

**5.1.3 County and Local Emergency Management Agencies (EMA)**

5.1.3.1 Identify transportation resources with DEMA to transport patients.

5.1.3.2 Assess local impact prior to disaster to recommend decision to open MNS.

5.1.3.3 Request DEMA to open MNS, in accordance with Section 3.9.

- 5.1.3.4 Provide logistical support to MNS in their jurisdiction as requested by the SHOC through the ESF-8 liaison at DEMA.
- 5.1.3.5 Participate in annual plan review.
- 5.1.3.6 Participate in training and exercises.
- 5.1.3.7 Maintain records and document agency costs.

5.1.4 **Delaware Emergency Management Agency (DEMA)**

- 5.1.4.1 Work with the Governor's office to declare a State of Emergency.
- 5.1.4.2 Facilitates overall coordination of statewide emergency.
- 5.1.4.3 Makes activation/deactivation decisions regarding MNS.
- 5.1.4.4 Directs DPH, DNG, and ARC to activate MNS.
- 5.1.4.5 Coordinates with and provides updates to local EMAs.
- 5.1.4.6 Arranges for transportation of patients
- 5.1.4.7 Activates the DNG.
- 5.1.4.8 Tasks state agencies to support ESF 8/MNS operations as necessary.
- 5.1.4.9 Secures federal support if appropriate.
- 5.1.4.10 Seeks and disburses funds for reimbursement for MNS operations.
- 5.1.4.11 Participates in annual plan review.
- 5.1.4.12 Participates in training and exercises.
- 5.1.4.13 Maintains records and documents agency costs.

**5.1.5 Delaware State Police (DSP)**

5.1.5.1 Assists by providing additional security personnel if requested by DNG.

5.1.5.2 Participates in annual plan review.

5.1.5.3 Participates in training and exercises.

**5.1.6 Division of Substance Abuse and Mental Health (DSAMH)**

5.1.6.1 Plans for and provides mental health support for MNS.

5.1.6.2 Participates in annual plan review.

5.1.6.3 Participates in training and exercises.

**5.1.7 Division of Medicaid and Medical Assistance (DMMA)**

5.1.7.1 Conduct case management and assist with client discharge upon closure of MNS.

5.1.7.2 Participates in annual plan review.

5.1.7.3 Participates in training and exercises.

**5.2 Support Agencies**

**5.2.1 American Red Cross of the Delmarva Peninsula (ARC)**

5.2.1.1 Provides administrative oversight to the ARC shelter, if co-located with MNS.

5.2.1.2 Ensures that all center occupants (evacuees and staff) are registered upon arrival and are provided orientation information.

5.2.1.3 Maintains a system for checking occupants in and out when they leave the shelter for any period of time.

5.2.1.4 Provides information services for shelter residents.

5.2.1.5 Acts as primary advisor to shelter manager on all administrative, registration and patient tracking matters.

- 5.2.1.6 Provides food service for staff and patients.
- 5.2.1.7 Shelters healthy family members and caregivers of patients.
- 5.2.1.8 Recommends activation of MNS to DEMA when normal shelter operations are receiving influx of patients not suitable for ARC shelter.
- 5.2.1.9 Participates in annual plan review.
- 5.2.1.10 Serves as primary agency in conjunction with DEMA for ESF 6 *Mass Care* and maintains complimentary Annex to ESF 6.
- 5.2.1.11 Participates in final facility walkthrough.
- 5.2.1.12 Participates in annual training and exercise.
- 5.2.1.13 Maintains records and documents agency costs.

**5.2.2 Basic Life Support Agencies (BLS)**

- 5.2.2.1 Provide transportation for MNS patients that either do not have caretakers or that cannot otherwise provide their own transportation.

**5.2.3 Advanced Life Support Agencies (ALS)**

- 5.2.3.1 Provide certified paramedic for each location to assist with facilitation of patient transport and resource logistics, if available.
- 5.2.3.2 Coordinate with local EMAs.
- 5.2.3.3 Recommend to local EMAs to request MNS through DEMA, if appropriate.
- 5.2.3.4 Participate in annual plan review.
- 5.2.3.5 Participate in training and exercises.
- 5.2.3.6 Maintain records and document agency costs.

#### 5.2.4 **Department of Transportation (DelDOT)**

- 5.2.4.1 Serves as transportation back-up to local EMS, as directed by DEMA.
- 5.2.4.2 Provides access control support to the MNS site.
- 5.2.4.3 Participates in training and exercises.
- 5.2.4.4 Maintains records and document agency costs.

#### 5.2.5 **Hospitals**

- 5.2.5.1 Provide recommendation, if appropriate, to DPH for potential or actual need for MNS.
- 5.2.5.2 Provide assistance in locating specialized medical supplies, equipment, medicines, or nourishment to support the MNS, if needed.
- 5.2.5.3 Participate in annual plan review.
- 5.2.5.4 Participate in training and exercises.
- 5.2.5.5 Maintain records and document agency costs.

#### 5.2.6 **Home Health Care Agencies**

- 5.2.6.1 Develops and maintains emergency plans for patient care.
- 5.2.6.2 Cares for their patients during emergencies to the greatest extent possible.
- 5.2.6.3 The agency personnel should bring essential needs of the patient to assist them with care.

#### 5.2.7 **Hospice Care Providers**

- 5.2.7.1 Develops and maintains emergency plans for patient care.
- 5.2.7.2 Cares for their patients during emergencies to the greatest extent possible.

5.2.7.3 The agency personnel should bring essential needs of the patient to assist them with care.

### 5.2.8 **Durable Medical Equipment Suppliers**

5.2.8.1 Service medical equipment whenever possible.

5.2.8.2 Provide medical equipment whenever possible.

### 5.2.9 **Communications Corps**

5.2.9.1 Provides back up radio communications support, if necessary, between SHOC Operations and the MNS Medical Director.

5.2.9.2 Maintains records and documents agency costs.

5.2.9.3 Participate in training and exercises.

### 5.2.10 **Local Law Enforcement Agencies**

5.2.10.1 Assists by providing additional security personnel if requested by DNG.

## 5.3 **Other**

### 5.3.1 **Patients/Family/Caregiver**

5.3.1.1 In the event a patient is relocated to an MNS, bring the following items with the patient:

- All medications and supplies such as dressings and any other items necessary to the medical care of the patient.
- Any durable medical equipment such as wheelchairs, walkers, canes, IV pumps, ventilators, and oxygen tanks.
- Personal items such as blanket, pillows, stuffed animals, eyeglasses, diapers, formula, and clothing.
- Any special dietary foods.
- Mark all items with patient's name.

5.3.1.2 Upon evacuation of the home, check or attend to the following:

- Check to see that all individuals have evacuated the home.
- Home secured.
- Utilities turned off (only if advised by emergency officials).

## 6.0 Staffing and Organization

### 6.1 Command and Control

6.1.1 DNG will establish command and control staff at their operations center to direct the activities of one or more MNS.

6.1.2 Command Staff guidelines for 12-hour shift.

Staff Role	Agency	Number
MNS Director (Physician)	DNG	1
MNS Logistics Officer	DNG	1
Administrative Officer	DNG	1

### 6.2 MNS Staffing

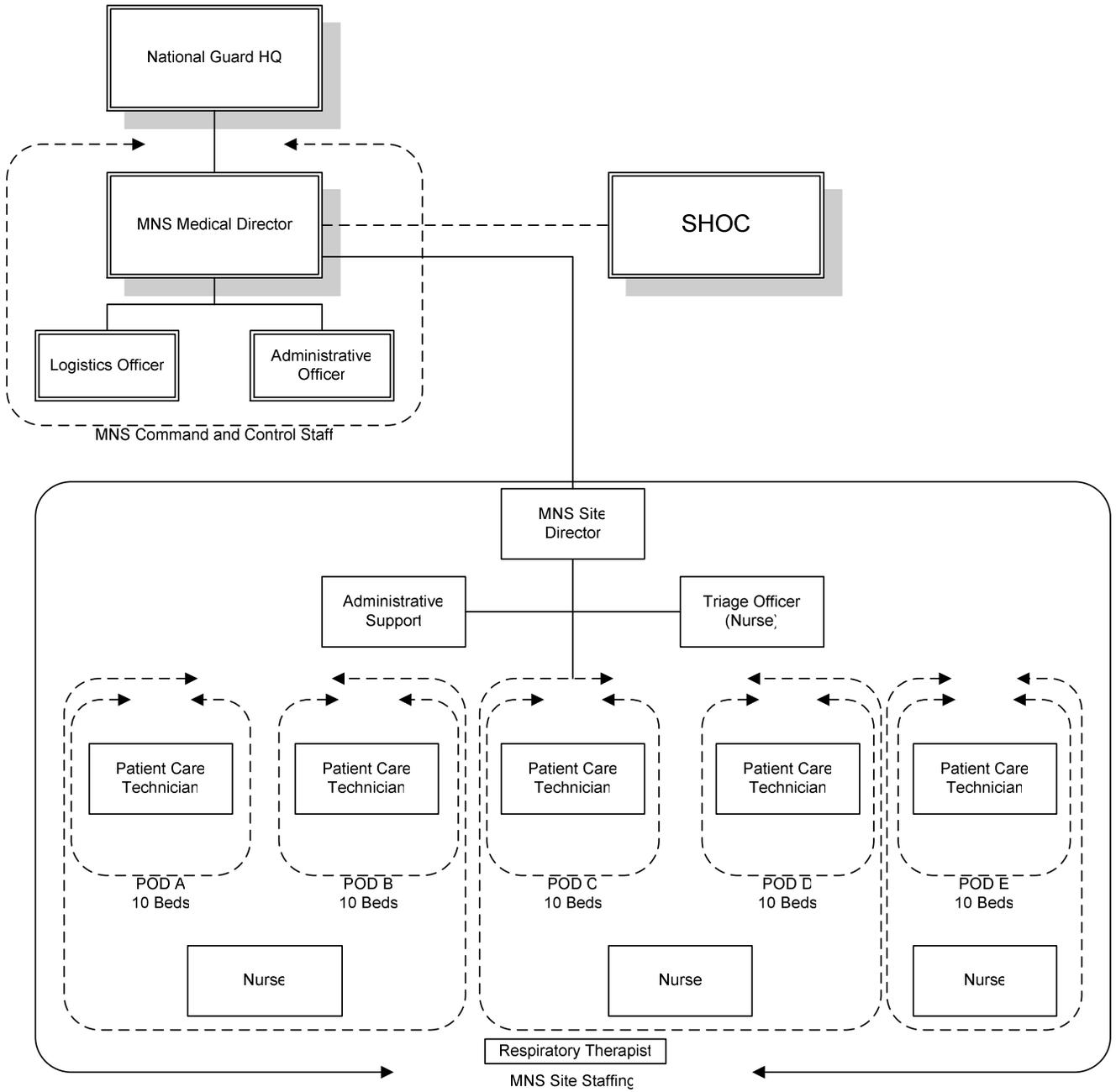
6.2.1 DNG will provide primary staffing. If necessary, Medical Reserve Corps (MRC) members or, if available, DHSS nursing staff, will provide additional, secondary staffing.

6.2.2 The patient-nursing care tech ratio will be approximately 10-1 and be no more than 20-1.

6.2.3 The number and types of medically trained staff are based on 12-hour shifts and care for 50 patients. See staffing chart below for guidelines.

<b>Staff Role</b>	<b>Agency</b>	<b>Number</b>
MNS Site Director	DNG	1
Administrative Support	DNG	1
Triage Officer (Registered Nurse)	DNG	1
Registered Nurse	DNG	3
Patient Care Technician (LPN, EMT-B)	DNG	5
Respiratory Therapist	DNG	1
Paramedic (if available)	Local ALS	1
Mental Health Professional	DSAMH	2
Security Personnel	DSP or DNG	1/2

### 6.3 Organization Chart



## **7.0 Decision-Making**

- 7.1 DEMA makes the decision to open one or more MNS.
- 7.2 DEMA considers the recommendation by DPH based on impact to healthcare system.
- 7.3 DEMA also considers any requests from local EMAs, ARC and others.

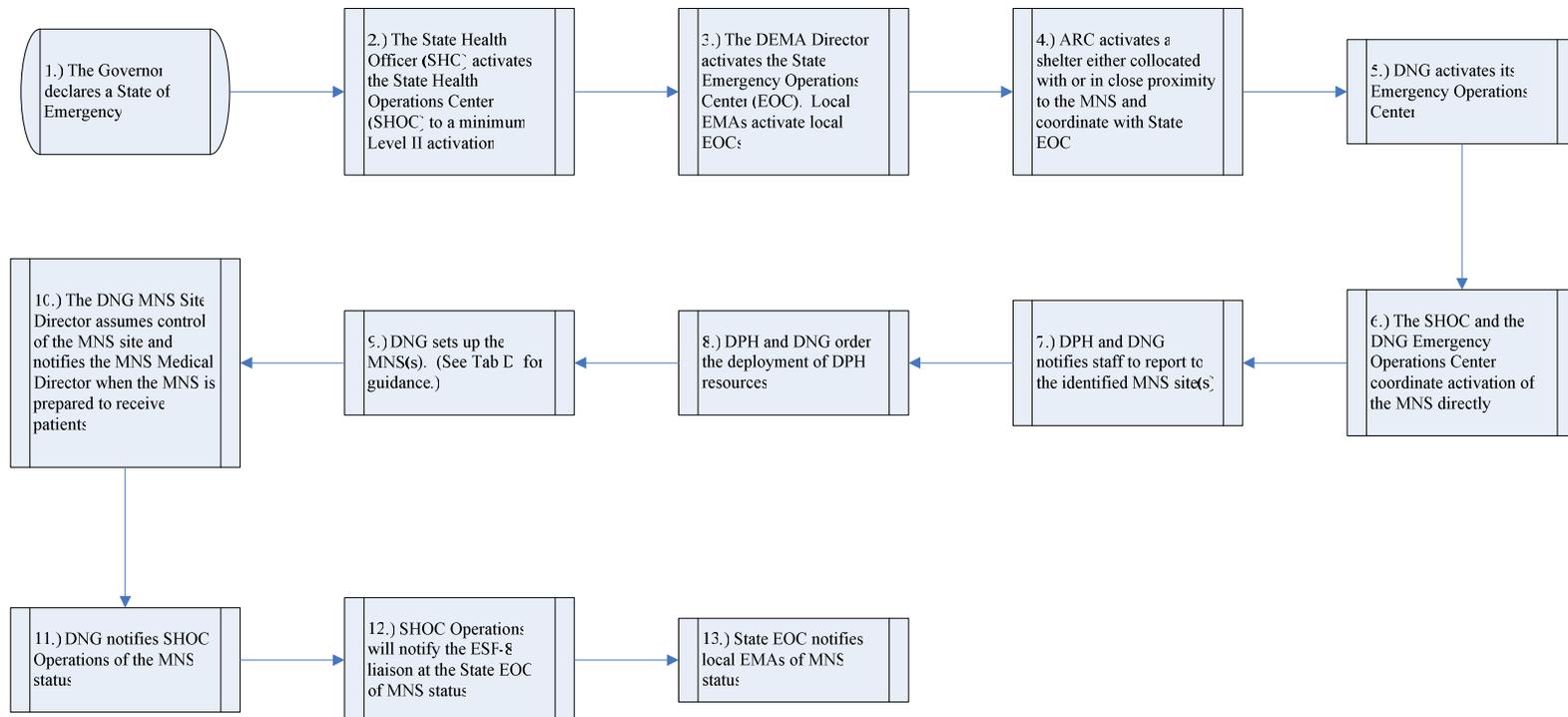
## **8.0 Notifications**

- 8.1 Upon determination of the need for MNS, DEMA conducts a bridge conference call with the Governor's Office, DPH, DNG, ARC, and local EMAs to decide to activate one or more MNS.
- 8.2 DPH, DNG, ARC and local EMAs activate their respective staff to coordinate MNS(s) establishments.
- 8.3 Local EMAs request the local ALS agencies to deploy paramedic to shelter site, if available. Local EMS may need to transport patients to MNS. If EMS is unavailable, the local EMA will request DEMA to provide transportation support from DelDOT or DNG. .
- 8.4 DPH, in conjunction with DEMA and the JIC (if established), informs public of activation, conditions and locations.
- 8.5 DPH keeps DEMA informed of MNS operation.
- 8.6 DPH keeps hospitals informed of MNS operations.

## 9.0 Response

### 9.1 Initial Actions

#### Medical Needs Shelter MNS Initial Actions and Activation Progression



## 9.2 Triage

- 9.2.1 Patients may arrive by self-report, referral by hospital, another shelter, or local EMS.
- 9.2.2 The local EMS provider must inform the patient's caregiver that any patient specific supplies, medications or nourishment must be brought to the MNS by the caregiver.
- 9.2.3 The Triage Officer triages patients upon arrival at the MNS.
- 9.2.4 Patient disposition includes:
  - 9.2.4.1 Admission to the MNS.
  - 9.2.4.2 Admission to the ARC shelter.
  - 9.2.4.3 Transport to the hospital.

## 9.3 Operations

### 9.3.1 Command and Control

- 9.3.1.1 The MNS Medical Director is responsible for directing the deployment, set-up, and patient care for all MNS opened under this plan.
- 9.3.1.2 If there is only one (1) MNS operating, the MNS Medical Director remains on site. If there is more than one MNS operating, the MNS Medical Director directs MNS activities from the SHOC

### 9.3.2 Communications

- 9.3.2.1 The MNS Site Director communicates shelter status and requests for needs to the MNS Medical Director.
- 9.3.2.2 The MNS Medical Director communicates shelter status and requests for DPH support to the SHOC.

### 9.3.3 Registration

- 9.3.3.1 ARC shelter registration staff will register patients triaged to the MNS and directed to the MNS. In the event of a large-scale or statewide emergency, however, DPH and/or DNG will undertake registration duties.

- 9.3.3.2 An MNS patient care record is created for each patient.
- 9.3.3.3 Upon arrival, patients must complete appropriate forms (MNS Medical Form 2 and first page of MNS Medical Form 3). Patients are also to be fitted with a wristband with their name, Social Security Number, and shelter site written on it.

#### 9.3.4 **Caregivers/Family Members/Pets**

- 9.3.4.1 Caregivers/family members should accompany patients to the MNS wherever possible.
- 9.3.4.2 Each patient is limited to one adult caregiver/family member while at the MNS.
- 9.3.4.3 The Triage Officer gives each caregiver/family member a wristband with their name written on it for identification.
- 9.3.4.4 Any minors accompanying a patient may stay at the MNS at the discretion of the MNS Site Director.
- 9.3.4.5 Caregivers are expected to assist MNS staff in providing care to the caregiver's patient.
- 9.3.4.6 Whenever possible, sheltered persons may be called upon to volunteer to assist with other shelter duties as appropriate and approved by MNS Site Director.
- 9.3.4.7 The ARC registration staff members are to ensure that space is provided in the shelter for the caregiver(s) of the patient admitted to the MNS. If the general population shelter is not co-located within the same facility as the MNS, the MNS Site Director, at their discretion, arranges for the transportation of caregivers/family members between the general population shelter and the MNS and/or for sleeping arrangements at the facility in which the MNS is located, if available.
- 9.3.4.8 Only service animals are allowed in the shelter.

#### 9.3.5 **Level of Care**

- 9.3.5.1 Care provided within the MNS is supportive in nature. Invasive procedures beyond the changing of an IV or suctioning of an airway should not be performed in the MNS unless the situation is life threatening.

9.3.5.2 General patient care ratios are one patient care technician to every 10 patients and no more than 20 patients to one nurse

9.3.5.3 In the case of life-threatening emergencies within the MNS, local EMS should be notified through 911.

### 9.3.6 Infection Control

9.3.6.1 The MNS staff members are to take appropriate infection control precautions.

9.3.6.2 Special patient precautions are to be noted at the patient's bedside.

9.3.6.3 Universal precautions are to be followed at all times per policy and procedure.

9.3.6.4 All staff members are to be trained in the proper handling of patients and supplies.

### 9.3.7 Security

9.3.7.1 DSP oversees security operations as the lead state agency or ESF 1 representative.

9.3.7.2 DNG provides primary security personnel to maintain a secure shelter and assist in crowd control.

9.3.7.3 DSP and/or local law enforcement agencies may assist by providing additional security personnel if requested by DNG.

9.3.7.4 MNS staff members are to wear identification badges at all times displaying name, role, and agency.

9.3.7.5 MNS staff should minimize access to the MNS by other persons sheltered at the same location unless they are a family member or caregiver to a patient.

9.3.7.6 All rooms that contain sensitive equipment (such as computers or records) and pharmaceutical supplies should remain locked during shelter operations.

### 9.3.8 Patient Counseling

- 9.3.8.1 A location at the MNS site is to be established from the main patient area for patients who have difficulty coping with the situation. This can also be used to treat staff
- 9.3.8.2 Mental health professionals from the Division of Substance Abuse and Mental Health are available to provide counseling. They will be visible in all areas of the MNS.
- 9.3.8.3 Mental health professionals are to float in the main Patient Area to intervene with potential mental health issues.
- 9.3.8.4 Mental health professionals are to be trained in critical incident stress management and assigned to assist in stress defusing and debriefing, as necessary

### 9.3.9 Pharmacy Area

- 9.3.9.1 The MNS Site Director designates a Pharmacy Area located away from the main Patient Area for the storage of patient medication and other supplies. Whenever possible, a nurse's office with a lockable door and a refrigerator is to be used.
- 9.3.9.2 The Pharmacy Area will be blocked off, and MNS staff members are to remain vigilant to prevent patient access to the Pharmacy Area. Security personnel should be assigned to the Pharmacy Area to provide additional security.

## 9.4 Logistics

- 9.4.1 MNS supplies and equipment are stocked by the DNG and DPH to support MNS operations.
- 9.4.2 Local hospitals may be called upon for assistance in locating specialized medical supplies and personnel equipment, medicines or nourishment support of the MNS.
- 9.4.3 SHOC Operations orders medical oxygen to be delivered to the MNS site.
- 9.4.4 The DNG Logistics Officer is initially deployed to the MNS for set-up and to receive patients.
- 9.4.5 Logistics staff track all supplies and equipment utilized from DPH, DNG or other resources on appropriate forms.

- 9.4.6 SHOC Operations may be contacted to support special requests.
- 9.4.7 ARC may provide food services for staff and patients without restricted diets, in the event ARC is unable to meet demand, such needs are to be coordinated through the State EOC to ESFs 6 and 11.
- 9.4.8 The MNS administrative staff members retain all requisitions, supply lists, purchase orders and receipts. All information is to be forwarded to the Military Support Officer (MSO) for cost recovery processes.

## 9.5 Deactivation

- 9.5.1 The MNS Medical Director, in consultation with SHOC and the DNG, makes the determination to terminate MNS operations.
- 9.5.2 SHOC recommends deactivation to DEMA.
- 9.5.3 DEMA informs ARC, Local EMAs and other state agencies.
- 9.5.4 SHOC and JIC (if activated) inform public if necessary.
- 9.5.5 All unexpended supplies and equipment are returned to their source.
- 9.5.6 Patients are released to their respective family member or caregiver.
- 9.5.7 Copies of patient care records are forwarded to the caregiver upon written request.
- 9.5.8 DNG forwards all patient care records to DPH for retention.
- 9.5.9 The MNS Site Director, the SHOC Site Support Unit Leader or a DPH representative, an ARC representative, and a facility representative conduct a walk-through of the facility.
- 9.5.10 The MNS Site Director completes a damage report as necessary and provides copy to SHOC. SHOC will maintain copy and send copy to DEMA.
- 9.5.11 Restoration of the facility to pre-event status is the responsibility of DPH and DNG.
- 9.5.12 Reimbursement for damages to facility is to be addressed in individual facility MOUs with DPH.

## **10.0 Communications**

- 10.1 DNG utilizes its regular protocols for communications between the MNS Medical Director and the MNS Site Director.
- 10.2 Primary methods of communications between SHOC Operations and the MNS Medical Director are 800 MHz radio, telephone, and email in that order.
  - 10.2.1 Communications Corps provides back-up radio communications (ham radios) as specified in ESF 6 – Mass Care Plan.

## **11.0 Plan Maintenance**

- 11.1 DPH maintains this plan as part of ESF 8 plans and procedures.
- 11.2 All agencies identified are to review the plan annually.
- 11.3 Changes in plan and contact information are to be provided to DPH.

## **12.0 Training, Exercise and Evaluation**

- 12.1 DPH identifies training needs with other agencies participating in MNS operations.
- 12.2 DPH arranges for training and/or exercise on annual basis.
- 12.3 DPH conducts critiques of actual event or exercise to determine and correct, if possible, program deficiencies.

## 13.0 Tabs

- 13.1 Tab A—Examples of Acceptable Patients
- 13.2 Tab B—Glossary
- 13.3 Tab C—Facilities
- 13.4 Tab D—Resources
  - 13.4.1 Tab D-1—Forms
  - 13.4.2 Tab D-2—Supplies and Equipment for MNS
  - 13.4.3 Tab D-3—Medical Needs Shelter Signs
- 13.5 Tab E—Job Action Sheets (JAS)
- 13.6 Tab F—Memorandum of Understanding
- 13.7 Tab G—Plan Distribution List
  - 13.7.1 Tab G-1—Benjamin Banneker Elementary School MNS: Existing Floor Plan
  - 13.7.2 Tab G-2—Benjamin Banneker Elementary School MNS: DPH/DNG-Only Shelter
  - 13.7.3 Tab G-3—Benjamin Banneker Elementary School MNS: Co-located with American Red Cross
  - 13.7.4 Tab G-4—William Penn High School MNS: Co-located with American Red Cross

## TAB A—Patient Classifications

Level	Examples
<p><b>Level 1-</b> <i>Patient needs are able to be met through an American Red Cross Shelter (ARC).</i></p>	<ul style="list-style-type: none"> <li>• Controlled Insulin-Dependent Diabetic</li> <li>• Ostomies-self care</li> <li>• Foley catheters-self care</li> </ul>
<p><b>Level 2-</b> <i>Patient needs are able to be met through a Medical Needs Shelter (MNS).</i></p>	<ul style="list-style-type: none"> <li>• Stable oxygen-dependent; including those who use an in-home ventilator or Continuous Positive Airway Pressure (CPAP)</li> <li>• Continuous or Intermittent Intravenous (IV) therapy for hydration, antibiotics, pain control and/or other medications</li> <li>• Percutaneous Endogastric (PEG) and Nasogastric (NG) feeding tubes</li> <li>• Apnea Monitoring</li> <li>• Restricted mobility; including those who may need assistance with a wheel chair</li> <li>• Wounds that may require assistance with dressing changes</li> <li>• Assistance with the administration of medications</li> <li>• Hospice</li> <li>• Morbidly obese with assistance needed</li> </ul>
<p><b>Level 3-</b> <i>Patient needs are only able to be met at a hospital or other institution.</i></p>	<ul style="list-style-type: none"> <li>• Significant behavioral health issues</li> <li>• Unstable cardiac</li> <li>• Bed-ridden with extensive medical needs</li> <li>• On life-sustaining treatment</li> <li>• Newly placed central lines, NG or tracheotomy tubes</li> <li>• Contagious conditions that require special precautions</li> </ul>

## **TAB B—Glossary**

### **A**

- ALS**      Advanced Life Support
- ARC**      American Red Cross of the Delmarva Peninsula

### **B**

- BLS**      Basic Life Support

### **C**

- CPAP**     Continuous Positive Airway Pressure

### **D**

- DelDOT**    Department of Transportation
- DEMA**     Delaware Emergency Management Agency
- DEOP**     Delaware Emergency Operations Plan
- DMRC**     Delaware Medical Reserve Corps
- DNG**      Delaware National Guard
- DPH**      Division of Public Health

### **E**

- EMA**      Emergency Management Agency for local jurisdictions including the City of  
Wilmington, New Castle, Kent and Sussex Counties
- EMS**      Emergency Medical Services
- EMT-B**    Emergency Medical Technician Basic
- EOC**      Emergency Operations Center
- ESF**      Emergency Support Function

### **F**

**G**

**H**

**I**

**J**

**JAS** Job Action Sheets

**JIC** Joint Information Center

**K**

**L**

**LPN** Licensed Practical Nurse

**M**

**MARS** Military Affiliated Radio System

**MNS** Medical Needs Shelter

**MOU** Memorandum of Understanding

**MRC** Medical Reserve Corps

**MSO** Military Support Officer (DNG)

**N**

**NG** Nasogastric

**O**

**P**

**PEG** Percutaneous Endogastric

**Q**

**R**

**S**

**SHO** State Health Officer

**SHOC** State Health Operations Center

**T**

**U**

**V**

**W**

**X**

**Y**

**Z**

## **TAB C—Facilities**

### **1.0 Selection Criteria**

The following is ideal criteria for identifying facilities to serve as MNS. Circumstances may prevent adherence to criteria due to public need. MNS may be identified on an ad hoc basis should the primary and back-up MNS become unavailable.

- 1.1** Availability of back-up power for wall outlets in area identified for patient care or be “generator-ready” with appropriate rapid hook-up connection in-place.
- 1.2** Located outside the zone or path of hazard.
- 1.3** Structurally sound to sustain the event.
- 1.4** In compliance with American Red Cross shelter criteria standards.
- 1.5** Ramp(s) with walk-way overhang and over-size doors to support over-sized equipment and supply delivery and to serve a dual role of emergency transport exit.
- 1.5** Americans with Disabilities Act Accessibility (ADA '92).

### **2.0 Pre-Selected Facilities**

- 2.1** A primary and back-up facility will be located in each county and the City of Wilmington.
- 2.2** A listing of primary and alternate shelter locations will be maintained under a separate cover.

### **3.0 MNS Set-up**

- 3.1** The MNS will be generally set-up in one to two large rooms adjacent to, but separate from, the ARC sheltering areas.
- 3.2** The maximum capacity of the MNS is 50 patients. This number may fluctuate down depending on facility size. The actual bed capacity of the MNS is at the discretion of the MNS Site Director and is dependent on size of the facility, anticipated number of patients, and available staff.
- 3.3** The beds should be set-up with a minimum of three (3) feet between beds. A chair should be placed between each bed.
- 3.4** Men should be separated from women by partitions or other physical barriers if feasible and appropriate (e.g. there are no serious injuries involved).

- 3.5** A designated area should be established for pediatric patients and their family/caregiver.
- 3.6** Access to the MNS should be limited to the greatest extent possible.
- 3.7** A staff rest area should be established in a quiet area of the shelter.
- 3.8** Food service for the MNS is provided through the ARC shelter.
- 3.9** The MNS staff will notify the ARC food service staff of food requirements for MNS patients.
- 3.10** The ARC is not expected to supply specialized dietary foods for MNS patients.
- 3.11** The MNS Site Director will note any specific facility damage prior to set-up of the MNS area(s).

TAB D—Resources

**Tab D-1—Forms**

MNS FORM 1      Medical Needs Shelter Rules

**MEDICAL NEEDS SHELTER RULES**

1. Staff, volunteers, and visitors must sign in at the front desk.
2. No firearms, drugs, or alcohol are allowed in this facility.
3. No pets except for service pets are allowed.
4. No Smoking allowed.
5. You must use the public pay phones. Office phones are for emergency staff communications.
6. Meals will be served at:
  - a. Breakfast: \_\_\_\_\_
  - b. Lunch: \_\_\_\_\_
  - c. Dinner: \_\_\_\_\_
7. Quiet Hours are \_\_\_\_\_ to \_\_\_\_\_.
8. Please help keep your area and the facility clean.
9. Please secure your valuables. Shelter staff is not responsible for lost items.
10. If you have any questions or problems, please ask one of the staff members for assistance.

(Please post)

MNS FORM 1

MNS FORM 2 Medical Needs Shelter Registration Record

**MEDICAL NEEDS SHELTER  
REGISTRATION RECORD**

**TO BE COMPLETED BY PATIENT**

Patient Name: \_\_\_\_\_  
 Social Security #: \_\_\_\_\_  
 Shelter Site: \_\_\_\_\_

Arrived via:  Self-Report  Referral (Circle: Hospital or Congregate Shelter)  Local EMS

Date: \_\_\_\_\_  
 Time: \_\_\_\_\_

**Personal Information:**

Patient Name: \_\_\_\_\_ Sex:  Male  Female Marital Status: \_\_\_\_\_  
 Birth Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Age: \_\_\_\_\_ Social Security No: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
 Ethnicity/Race: \_\_\_\_\_ Religious Preference: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_  
 Telephone No: ( \_\_\_\_\_ ) \_\_\_\_\_ Work Telephone: ( \_\_\_\_\_ ) \_\_\_\_\_  
 Employed By: \_\_\_\_\_

**Emergency Contact Information:**

Contact Name: \_\_\_\_\_ Telephone No: ( \_\_\_\_\_ ) \_\_\_\_\_  
 Relationship to Patient: \_\_\_\_\_ Work Telephone: ( \_\_\_\_\_ ) \_\_\_\_\_

**Medical Insurance Information**

Insurer	Policy Number	Policy Holder	Type of Coverage			
			Sgl.	Fmly.	Pri	Sec.
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments**

\_\_\_\_\_  
 \_\_\_\_\_

**MEDICAL NEEDS SHELTER  
INITIAL TRIAGE SHEET**

**TO BE COMPLETED BY PATIENT**

Patient Name: _____
Social Security #: _____
Shelter Site: _____

**Medical Information:**

Date: \_\_\_\_\_

Physician Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Pharmacy: \_\_\_\_\_

Phone: \_\_\_\_\_

Allergies: \_\_\_\_\_

**ILLNESSES** Check where you have had the following illnesses or problems:

- |                                     |  |   |
|-------------------------------------|--|---|
| <input type="checkbox"/> Anemia     | <input type="checkbox"/> Heart Disease               | <input type="checkbox"/> Seizure Disorders / Epilepsy |
| <input type="checkbox"/> Asthma     | <input type="checkbox"/> High Blood Pressure         | <input type="checkbox"/> Stroke                       |
| <input type="checkbox"/> Cancer     | <input type="checkbox"/> Kidney / Bladder Problems   | <input type="checkbox"/> Thyroid Disease              |
| <input type="checkbox"/> Depression | <input type="checkbox"/> Lung Disease, Tuberculosis  | <input type="checkbox"/> _____                        |
| <input type="checkbox"/> Diabetes   | <input type="checkbox"/> Mental Illness              | <input type="checkbox"/> _____                        |
| <input type="checkbox"/> Glaucoma   | <input type="checkbox"/> Mumps, Measles, Chicken Pox | <input type="checkbox"/> _____                        |

**Medications:** (Include Prescription and Over the Counter)

Medication Name	Amount	Frequency	With You?
			Y N
			Y N
			Y N
			Y N
			Y N

**Treatments:** (I.e. Blood Sugar, Wound Care, etc.)

Treatment	Type	Frequency

**Special Needs/Conditions:** (Check all that apply.)

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Kidney Disease             | <input type="checkbox"/> IV Therapy             | <input type="checkbox"/> Walker/Cane           |
| <input type="checkbox"/> Diabetes/Insulin Dependent | <input type="checkbox"/> Medication Assistance  | <input type="checkbox"/> Wheelchair Bound      |
| <input type="checkbox"/> High Blood Pressure        | <input type="checkbox"/> Catheter (Type: _____) | <input type="checkbox"/> Incontinence          |
| <input type="checkbox"/> Angina Pectoris            | <input type="checkbox"/> Feeding Tube           | <input type="checkbox"/> Special Dietary Needs |
| <input type="checkbox"/> Heart Disease              | <input type="checkbox"/> Wound Care             | <input type="checkbox"/> Language Barrier      |
| <input type="checkbox"/> Stroke                     | <input type="checkbox"/> Memory Impaired        |  |
| <input type="checkbox"/> Emphysema                  | <input type="checkbox"/> Mental Health Impaired |  |
| <input type="checkbox"/> Oxygen Dependent           | <input type="checkbox"/> Speech Impaired        |  |
| (Circle: Ventilator, Nasal Cannula, CPAP)           | <input type="checkbox"/> Sight Impaired         |  |
|   | <input type="checkbox"/> Hearing Impaired       |  |
- Discharge Issues:**
- Mobile Home/Trailer
  - Medically Dependent On Electricity

**MEDICAL NEEDS SHELTER  
INITIAL TRIAGE SHEET**

**TO BE COMPLETED BY NURSE**

Time: \_\_\_\_\_

Vital Signs:      Pulse \_\_\_\_\_      RR \_\_\_\_\_      BP \_\_\_\_\_      Temperature \_\_\_\_\_

Medications Reviewed

Health History Reviewed

**Comments**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Other Information:**

Caregiver Present ( Name and Relationship): \_\_\_\_\_

Durable Medical Equipment (List): \_\_\_\_\_

Personal Valuables (List): \_\_\_\_\_

Accepted by Area Representative

Signature \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Disposition:**     MNS Shelter     Hospital     Congregate Shelter













**Tab D-2—Supplies and Equipment for MNS**

Door Lock Key #2759					
	<b>Administrative &amp; Office Equipment</b>		<b>UOM</b>	<b>QTY</b>	<b>Trailer Location</b>
DE5-271	2 - 3 Hole Punch		Each	2	Cart 1/BX A
L9815-4	Batteries (AA Size) - Rayovac	8/pk	Pack	4	Cart 1/BX A
L9814-2	Batteries (C Size) - Rayovac	2/pk	Each	4	Cart 1/BX A
L9813-2	Batteries (D Size) - Rayovac	2/pk	Each	3	Cart 1/BX A
DE5-298	Binder Clips, Large		12/Box	3	Cart 1/BX A
DE5-295	Binder Clips, Medium		12/Box	3	Cart 1/BX A
DE5-297	Binder Clips, Small		12/Box	3	Cart 1/BX A
F7SN-8512	Clipboards, Metal Box		Each	30	Cart 1/ Shelf 1
K40M99503	Desk/Table Lamp		Each	5	Cart 1/ Shelf 2
K441028	Desk/Table Lamp Replacement Bulbs (60 Watts) (4/Pack)	4/pk	PK	10	Cart 1/BX B
DE5-308	Easel and Dry Erase board,		Each	5	Trailer Floor
DE5-923	Flashlight		Each	3	Cart 1/BX A
DE5-623	Highlighters (Fluorescent Pink)		PK	3	Cart 1/BX A
DE5-622	Highlighters (Fluorescent Yellow)		PK	3	Cart 1/BX C
(de5-053)	Labels	BX	Each	2	Cart 1/BX C
(de5-070)	Labelwriter 310 label printer		Each	1	Cart 1/BX C
DE5-648	Marker, Dry Eraser (Black)		Each	2	Cart 1/BX C
DE5-649	Marker, Dry Eraser (Red)		Each	2	Cart 1/BX C
DE5-594	Marker, Flip Chart (Black)		SET	2	Cart 1/BX A
DE5-644	Marker, Flip Chart (Red)		Each	2	Cart 1/BX A
DE5-097	Masking tape (1" x 60 YD)		Each	5	Cart 1/BX B
DE5-752	Pad, Lined (Legal)		Dozen	2	Cart 1/BX B

DE5-739	Pads, Easel	2 Pads	Ctn.	5 ctn	Cart 1/ Top
DE5-760	Pads, Telephone Message (2 part)	100 pgs	Book	3	Cart 1/BX C
DE5-288	Paper Clamps (Butterfly Shaped)	12 per	Box	3	Cart 1/BX C
DE5-301	Paper Clips (Jumbo)		Box	3	Cart 1/BX C
DE5-302	Paper Clips (No. 1)		Box	3	Cart 1/BX C
DE5-679	Paper, Copy		Carton	3	Cart 1/BX D
DE5-567	Pen, Stick Ballpoint (Medium Point)		Dozen	3	Cart 1/BX B
DE5-657	Pencil Sharpener, Electric		Each	1	Cart 1/BX B
DE5-670	Pencils, Woodcase #2		Dozen	3	Cart 1/BX D
DE5-025	Removable Notes (4" x 6")		Dozen	3	Cart 1/BX C
DE5-277	Scissors		Blunt	2 pair	Cart 1/BX C
DE5-263	Staple Remover		Each	2	Cart 1/BX B
DE5-258	Stapler		Each	4	Cart 1/BX B
DE5-256	Staples		5000/Box	2	Cart 1/BX B
DE5-110	TAPE DISPENSER		Each		Cart 1/BX B
de5-095	Transparent tape 3/4 in.		Roll	4	Cart 1/BX C
	Envelopes, #10 Business		500/Box	1	Cart 1/BX D
	Envelopes, 32# Kraft Clasped (9" x 12")		500/CTN	1	Cart 1/ Shelf 3
	Labels (allergy)				Cart 1/ Shelf 2
	<b>Housekeeping Equipment</b>				
	Locking Medicine Cabinet (Safe)		Each	1	Cart 1/ Shelf 3
dia 12190-71	Body Lotion	288/case	Case	1	Cart 2/ Shelf 2
01831-1	Chlorine bleach, liquid	4 gal/	Case	1	
03217	Disinfectant Spray (Franklin)	12/Case	Case	1	Cart 1/ Shelf 3
goj9659	Hand sanitizer	12/case	Bottle	1	Cart 1/ Shelf 3

03301	Paper Cups, 8 oz.	1000/per	case	1	Trailer Floor
27787-1	Paper Towels	12 rolls	Case	1	Cart 1/ Shelf 3
28854	Sandwich Bags 10 x 14,	1000	Case	1	Cart 1/ Shelf 3
28885	Facial Tissue, 200/40 packs		Case	1	Cart 1/ Shelf 4
	<b>Medical Equipment and Supplies</b>				
	Antipruritic ointment	Tube		1	Cart 3/BX E
	Bag-Valve-Mask, Adult	6/Case	Case	1	Cart 3/BX E
	Bag-Valve-Mask, Child		Each	3	Cart 3/BX E
	Bag-Valve-Mask, Infant		Each	3	Cart 3/BX E
	Carts for Trailer				
	Exam gloves, Extra Large (11", .6 mil Nitrile)	50/Box	Box	2	Cart 2/BX B
	Exam gloves, Large (11", .6 mil Nitrile)	50/Box	Box	2	Cart 2/BX B
	Exam gloves, Medium (11", .6 mil Nitrile)	50/Box	Box	2	Cart 2/BX B
	Exam gloves, Small (11", .6 mil Nitrile)	50/Box	Box	2	Cart 2/BX B
	Sharps Containers (2 gallon)	20/box	Each	20	Cart 2/ Shelf 1
99401-000618	AED		Each	1	Cart 1/ Shelf 4
99401-000618	AED replacement Defibrillator Pads (6/box)		Each	4	Cart 1/BX E
17521	1" x 10 yds		12/Box	2	Cart 3/BX C
17520	1/2" x 10 yds		24/Box	1	Cart 3/BX H
17522	2" x 10 yds		6/ Box	4	Cart 3/BX C
59357	Acetaminophen (non-aspirin) - Liquid, pediatric	Pediatric		1	Cart 3/BX A
64100	Acetaminophen (non-aspirin)	Adult	Each	1	Cart 3/BX C
72095	Adhesive strips	Ass. Size	60/Box	1	Cart 3/BX C
50925	Adhesive tape	3" x 5"	4roll/Box	2	Cart 3/BX C
68534	Alcohol Prep	3000	Case	1	Cart 4/BX A

68902	Alcohol, isopropyl	1 pint		1	Cart 3/BX C
10104	Ammonia Inhalant - Breakable Capsules	100/Box	Box	1	Cart 3/BX D
63031	Antacid, low sodium - Alcalak - 50 x 2	100	Box	1	Cart 3/BX A
75249	Antibiotic ointment - Neosporin ointment	1 oz	Tube	1	Cart 3/BX C
74125	Antiseptic	Bottle	16 oz bot	1	Cart 3/BX E
08627	Applicator, cotton-tipped - Case of 2000	6" long	Case	1	Cart 2/ Shelf 2
63013	Aspirin, 5 grain - Tri-Buffered aspirin	250 pkgs		1	Cart 3/BX A
55503	Bandage gauze roller	12/bag	Bag	1	Cart 3/BX B
58266	Bandage, Self-Adhering, 3" x 5 yds. - Asst. Colors	24/Box	Box	2	Cart 3/ Shelf 3
41749	Bandage, Self-Adhering, 6" x 4.1 yds. (Non-Sterile)	16/Box	Box	1	Cart 3/BX G
68182	Band-Aids, (3/4" x 3")	100/Box	Box	1	Cart 3/BX C
50703	Basin, 8 Qts, Disposable		Each	50	Cart 2/ Shelf 4
12586	Bed Pan, disposable		Each	50	Trailer Floor
75646	Bedside Commode w/ comfort grip armrest		Each	2	Cart 4/ Shelf 3
01864	Betadine scrub solution - 16oz		Bottle	12	Cart 3/ Shelf 3
55445	Bio-Hazard Infectious Waste Bags, 10 Gallons	50/Box	Box	3	Cart 4/BX C
36058	Bio-Hazard Waste Container	20 gal	Each	2	Cart 4/ Top
46303	BP Kit (Adult, Child, Infant, Obese, Thigh) Blue - Kits		Each	2	Cart 4/ Shelf 2
53731	Bulb Syringe, 2oz.		Each	5	Cart 3/BX F
58150	Calamine lotion 4oz		Bottle	1	Cart 3/BX B
72063	Central Line Kit (Dressing Tray/ w/Tegaderm		Each	2	Cart 3/BX G
65886	Compact Suction Unit		Each	1	Cart 4/ Shelf 1
66124	Compact Suction Unit		Each	1	Cart 4/BX B
66125	Compact Suction Unit		Each	1	Cart 4/BX B
74250	Compact Suction Unit		Pkg of 6	2	Cart

					4/BX B
66126	Compact Suction Unit - 800cc		Each	1	Cart 4/BX B
45873	Compressor/ Nebulizer (Pulmo-Aide)		Each	2	Cart 4/BX B
17434	Cotton balls - non sterile, large	2000/	Case	1	Cart 3/ Shelf 4
43067	Dressing, 2 x 2 (10/Box)	10/per	Box	5	Cart 3/BX A
43069	Dressing, 4 x 4 (10/Box)	10/per	Box	5	Cart 4/BX A
08881	Elastic bandage	10/Box	3"	2	Cart 3/BX C
11707	Emesis Basin, Disposable Kidney Shaped	10/ctn	Ctn	5	Cart 4/BX C
66033	Epipen auto injector		Pkg of 2	1	Cart 3/BX D
08266	Eye pads	50/ Box	Box	1	Cart 3/BX G
12277	Gauze Compresses,Ind Wrapped 3X3 or 4X4	200/pkg	Each	12	Cart 3/BX H
68813	Glucometer (Accu-Check)		Each	2	Cart 3/BX A
76777	Glucometer Strips (Accu-Check)	50/Box	Box	2	Cart 3/BX A
68814	Active controls (Accu-Check)	2/Box	Box	2	Cart 3/BX A
66951	Lancets (Accu-Check)	100	Box	2	Cart 3/BX A
68542	Handi-Wipes - Bacterial BZK Wipes	100 sheets	Box	1	Cart 3/BX C
68903	Hydrogen Peroxide (16 oz. Bottle)	16 OZ	Each	1	Cart 3/BX C
11691	Ice Bag	10/Ctn	Ctn	1	Cart 3/BX B
58965	Insulin Needle & syringe - 28g x 1/2" 1cc		Box/100	1	Cart 3/ Shelf 1
53823	Iodine Swabs	100/Box	Box	1	Cart 4/BX A
76140	Irrigation Kit		Each	1	Cart 3/BX G
65938	IV Administration Sets, Standard (10 drops)	50/Case	Case	1	Cart 3/ Shelf 1
65939	IV Administration Sets, Standard (60 drops)	50/Case	Case	1	Cart 3/ Shelf 2
47788	IV Armboard (2" x 9")	6/Pack	Pack	1	Cart 3/BX B
41113	IV Poles - 2 hook, caster	1	Each	2	Cart 2/ Shelf 2

63198	IV Preparation Kit - (IV Start Kit)-w/ tegaderm dressing		Each	2	Cart 3/BX G
67984	Lantern, Tuff lite, 4D		Each	1	Cart 4/BX C
73713	Loom woven Wool blanket - Blue		Each	50	Cart 5
60365	Luer Adapter - Multi Sample	100/Box	Box	1	Cart 3/ Shelf 2
49661	Nasal Cannulas, Adult		Each	1	Cart 3/BX E
49660	Nasal Cannulas, Infant/Pediatric		Each	1	Cart 4/BX E
52453	Nebulizer Kit, Disposable (Pulmo-Aide)		Each	20	Cart 3/BX F
68197	Nitriderm Surgical Gloves Non-Latex - size 6.5	25/Box	Box	1	Cart 2/BX B
68199	Nitriderm Surgical Gloves Non-Latex - size 7.5	25/Box	Box	1	Cart 2/BX B
68222	Obstetrical Kit		Kit	1	Cart 3/ Shelf 2
46080	Peak Flow Meter - disposable mouth piece - Standard	100/Box	Box	1	Cart 4/ Shelf 1
43735	Peak Flow Meter - Standard range		Each	1	Cart 3/BX D
56431	Pediatric Band-aids - Sesame Street	100	Box	2	Cart 3/BX C
12985	Pocket Mask replacement one-way valves		Each	10	Cart 3/BX G
62414	Privacy Partitions		Each	3	Trailer Floor
58724	Pulse Oximeter		Each	1	Cart 4/ Shelf 1
72948	Pulse Oximeter Charger		Each	1	Cart 4/ Shelf 1
59404	Respirator, N-95 with One-Way Valve	10/Box	Box	1	Cart 4/ Shelf 4
62167	Safety Glasses		Each	5	Cart 4/BX C
52917	Safety Pins Size#1	144	Bag	1	Cart 3/BX D
52918	Safety Pins Size#2	144	Bag	1	Cart 3/BX D
52919	Safety Pins Size#3	144	Bag	1	Cart 3/BX D
65917	Sensicare Non-Latex Power-free exam gloves - Large	100/Box	Box	2	Cart 2/BX A
65916	Sensicare Non-Latex Power-free exam gloves - Medium	100/Box	Box	2	Cart 2/BX A
65915	Sensicare Non-Latex Power-free exam gloves - Small	100/Box	Box	2	Cart 2/BX A

65918	Sensicare Non-Latex Power-free exam gloves - X-Large	100/Box	Box	2	Cart 2/BX A
43844	Shears, paramedic		Each	2	Cart 3/BX D
46675	Sheets, Disposable	50/Case	Case	2	Cart 2/ Shelf 3
63137	Spill Kit - EZ Clean spill kit		Each	1	Cart 3/BX F
13935	Sterile Water - 1000ML	12/per	Case	1	Cart 3/ Shelf 4
45311	Sterile Water - 250ML	12/per	Case	1	Cart 3/ Shelf 4
15071	Sterile Water - 500ML	12/per	Case	1	Cart 3/ Shelf 4
66248	Stethoscopes -		Each	10	Cart 2/ Shelf 2
66246	Stethoscopes - Pediatric		Each	10	Cart 2/ Shelf 2
72618	Suction Catheter Mini soft Kits		Each	1	Cart 3/BX G
62785	Suction Catheters - 6FR		Each	3	Cart 3/BX G
62786	Suction Catheters - 8FR		Each	3	Cart 3/BX G
62787	Suction Catheters - 10FR		Each	3	Cart 3/BX G
62788	Suction Catheters - 12FR		Each	3	Cart 3/BX E
62789	Suction Catheters - 14FR		Each	3	Cart 3/BX G
62792	Suction Catheters - 16FR		Each	3	Cart 3/BX G
62793	Suction Catheters - 18FR		Each	3	Cart 3/BX G
54024	Surgical Masks w/face shields	50/Box	Box	1	Cart 3/BX D
34856	Surgilube (5 gram packet)	144/Pkts	Box	1	Cart 3/BX C
59699	Syringe (30cc) - 40 per/ box (Syringe only)	40/	Box	1	Cart 3/ Shelf 1
36837	Syringe, Self-sheathing, 10cc	100/Box	Box	1	Cart 3/ Shelf 1
36825	Syringe, Self-sheathing, 3cc	100/Box	Box	1	Cart 3/ Shelf 1
36826	Syringe, Self-sheathing, 5cc	100/Box	Box	1	Cart 3/ Shelf 1
71569	Tape, 1" x 10 yd (hypo)	12 Rolls/	Box	1	Cart 3/BX C
71571	Tape, 3" x 10" yd (hypo)	4 Rolls/	Box	1	Cart

					3/BX D
49317	Tegaderm Transparent Dressing	100/Box	Box	1	Cart 3/BX D
64635	Thermometer, Digital		Each	10	Cart 3/BX A
53612	Thermometer, Genius - Kendall		Each	1	Cart 3/BX B
42929	Throat Lozenges	300	bag	2	Cart 3/BX D
69618	Tongue Depressors	100/Box	Each	1	Cart 3/BX D
55619	Tracheostomy Care Set w/Hydrogen Peroxide		Each	3	Cart 4/BX B
51736	Triple Antibiotic Ointment (1 gram)	144	Box	2	Cart 3/BX B
70748	Underpads ("Blue" Pads)	300	case	1 cs	Cart 4/ Shelf 4
11706	Urinal, Male, disposable	12/Case	Case	1	Cart 2/ Shelf 2
62812	Urinary Drainage Bag		Each	3	Cart 3/BX F
66482	Wound Care cleaner Spray - 12oz bottle		Each	1	Cart 3/BX B
43068	Wound Dressing (Sorbsan) - 3" x 3"	10/per	Box	1	Cart 3/BX B
	IV Needle, 14g - Catheter	50/Box	Box	1	Cart 3/ Shelf 1
	IV Needle, 16g - Catheter	50/Box	Box	1	Cart 3/ Shelf 1
	IV Needle, 18g - Catheter	50/Box	Box	1	Cart 3/ Shelf 1
	IV Needle, 20g - Catheter	50/Box	Box	1	Cart 3/ Shelf 1
	IV Needle, 22g - Catheter	50/Box	Box	1	Cart 3/ Shelf 1
	IV Needle, Butterfly, 25g	50/Box	Box	1	Cart 3/ Shelf 1
	Lancet (Use with glucometer)	150/Box	Box	1	Cart 3/BX A
	Needle, 20g x 1-1/2" - For Syringes			1	Cart 3/ Shelf 1
	Needle, 22g x 1-1/2" - For Syringes			1	Cart 3/ Shelf 1
	Needle, 25g x 1" - For Syringes			1	Cart 3/ Shelf 1
	Oxygen Cylinder, E size, Aluminum		Each		02 Cart
	Oxygen Humidifiers		Case		Cart 4/BX A
	Oxygen Regulator (Single DISS Connection)				Cart

					4/BX A
	Oxygen Supply Tubing		Case	1	Cart 4/BX A
	Suction Sys w/lg bore Yankauer, Adult (Res-Q-Vac or equiv)		Each	1	Cart 4/BX B
	Suction System Replacement Kits, Adult (includes Yankauer and canister)		Each	2	Cart 4/BX B
	Suction System, Battery operated (S-Scort III or equivalent)		Each	1	Cart 4/BX B
	Suction System, Replacement canisters for S-Scort III or equivalent)		Each	1	Cart 3/ Shelf 1
	Syringe (1cc)			?	Cart 3/ Shelf 1
	Syringe, 30cc	50/Box	Box	2	Cart 3/ Shelf 1
	Syringe, 60cc	25/Box	Box	3	Cart 3/ Shelf 1
In Warehouse	Thermometer, Digital Probe Covers				Cart 3/BX A
	Thermometers, Pacifier		Each	15	Cart 3/BX A
	Trailer (24 ft L x 8 ft. W)			1	
	<b>Patient Care Equipment</b>				
	Refrigerator		Small	1	Trailer Floor
	Sanitary Napkins	250/CS	Regular	1 dozen	Cart 3/ Shelf 4
	Signage				Trailer Floor
			dozen	1	
	Can opener		Manual	1	Cart 4/BX C
	Diapers, adult, disposable, Med./large	72/CS		1	Cart 2/ Shelf 4
	Diapers, baby, disposable, Med./large	96/CS		1	Cart 2/ Shelf 3
	Formula, Infant, Powdered and Liquid		Case	1	Cart 2/ Shelf 2
	Identification Bracelets	1000/BX	Each	1	Cart 1/ Shelf 2
70699	Disposable Pillow	50	case	3	Cart 2/ Shelf 3
77007	Disposable Pillowcase	100	case	1	Cart 2/ Shelf 3
77006	Disposable Towels - Mauve 2 ply	500	case	3	Cart 2/ Shelf 4
73046	Walker, Folding		Each	1	

68754	Washcloths Disposable	50	Pack	3	Cart 2/ Shelf 4
58536	Wheelchair		Each	2	Trailer Floor
	Chair, Folding		4/Ctn.	4 ctn	Trailer Floor
	Food Tables (Folding Snack Size)		Each	2	Trailer Floor
	Table, Folding 72" x 30")		Each	1	Trailer Floor
	Adult Cots		Each	50	Trailer Floor
	Pads for cots		Each	50	All on Cart 5
	Child Cots		Each	5	Trailer Floor
	Hand Carts		Each	2	Trailer Floor

### Tab D-3—Medical Needs Shelter Signs

#### Interior- Squarecade 36”

Type	Quantity
Registration	2 (with detachable arrows)
Enter	4 (with detachable arrows)
Do Not Enter	4
Triage (with arrows)	2 (with detachable arrows)
Medical Needs Shelter Area	4
American Red Cross Area	4
Medical Needs Shelter Rules	4 (erasable board)
Cafeteria	2
Arrows	4 (detachable)

#### Exterior – Squarecade 45”

Type	Quantity
Emergency Vehicles Only	2
Drop Off Area	2
Pick Up Area	2
Medical Needs Shelter	2
American Red Cross Shelter	2

**TAB E—Job Action Sheets (JAS)**

*Medical/health professionals should only perform those duties consistent with their level of expertise and only according to their professional licensure/certification and allowable scope of practice.*

**Administrative Officer .....55**

**Administrative Support .....56**

**Logistics Officer .....58**

**Mental Health Professional .....59**

**MNS Medical Director .....60**

**MNS Site Director .....61**

**Nurse .....62**

**Patient Care Technician .....64**

**Respiratory Therapist .....65**

**Triage Officer .....66**

**ADMINISTRATIVE OFFICER  
JOB ACTION SHEET**

- 1.) To oversee administrative support of the MNS.  
 2.) To act as a liaison between the MNS and DNG.  
 Reports to: MNS Medical Director

**NAME:** \_\_\_\_\_  
**DATE:** \_\_\_\_\_

<b>DATE/TIME TASK DONE</b>	<b>TASK DESCRIPTION</b>	<b>REFERENCE</b>
	Read Job Action Sheet and review organizational chart.	
	Put on nametag.	
	Maintain contact between the MNS and DNG.	
	Apprise the MNS Medical Director of important incoming information.	
	Provide the Triage Officer with administrative support staff as needed.	
	Observe patients and staff for stress and fatigue.	
	Observe all staff, and patients for signs of stress and inappropriate behavior. Report concerns to the MNS Medical Director	
	Remind personnel to clean up areas upon termination	

**ADMINISTRATIVE SUPPORT  
JOB ACTION SHEET**

To provide administrative support for MNS operations.

Reports to: Administrative Officer

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

DATE/TIME TASK DONE	TASK DESCRIPTION	REFERENCE
	Read Job Action Sheet and review organizational chart.	
	Put on nametag.	
	Maintain communication between all areas involved.	
	Maintain security and safety of staff and occupants.	
	Work together with Security Officer at facility and local enforcement agencies.	
	Post signs guiding traffic throughout MNS.	
	Control access to MNS staff, patient, ALS, family members/caregivers.	
	Establish one main entrance for the flow of occupants into the shelter.	
	Work with MNS Site Director and facility safety / security officer to set up security.	
	Post security staff on outside doors and for fire watch, if available.	
	Monitor parking and drop off areas.	
	Respond to emergencies in the shelter as needed.	
	Assist in locating lost persons and/or property.	
	Provide all administrative support including copying, documentation, form completion, filing, etc.	
	Retain all requisitions, supply lists, purchase orders and receipts. All information will be forwarded to the MSO for cost recovery processes.	
	Work in specific areas of MNS to provide administrative support (i.e. triage).	

<b>DATE/TIME TASK DONE</b>	<b>TASK DESCRIPTION</b>	<b>REFERENCE</b>
	Provide registration assistance to ARC, as needed.	
	Assist in minor patient care (transport, feeding, etc.), as needed.	
	Assist in providing food/beverages to patients, as needed.	
	Observe patients and staff for stress and fatigue.	
	Observe all staff, and patients for signs of stress and inappropriate behavior. Report concerns to the Administrative Officer.	
	Remind personnel to clean up areas upon termination	

**LOGISTICS OFFICER  
JOB ACTION SHEET**

To serve as the primary staff officer for MNS Medical Director for all matters concerning logistics.

Reports to: MNS Medical Director

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

<b>DATE/TIME TASK DONE</b>	<b>TASK DESCRIPTION</b>	<b>REFERENCE</b>
	Read Job Action Sheet and review organizational chart.	
	Put on nametag.	
	Set up MNS Shelter to receive patients.	
	Perform shift reviews to assess needs of MNS.	
	Reorder supplies as needed.	
	Oversee housekeeping, trash and medical waste disposal.	
	Ensure disposal of trash and medical waste.	
	Ensure that housekeeping activities are completed.	
	Work directly with American Red Cross to ensure adequate food service is provided to shelter residents.	
	Observe patients and staff for stress and fatigue.	
	Observe all staff, and patients for signs of stress and inappropriate behavior. Report concerns to the MNS Medical Director.	
	Remind personnel to clean up areas upon termination	

**MENTAL HEALTH PROFESSIONAL  
JOB ACTION SHEET**

- 1.) To assess the mental health needs of the patients, their caregivers, and staff in the MNS and providing crisis management or referral.
- 2.) To assess the mental health needs of staff.

Position Reports to the MNS Site Director

Required Credentials: Licensed Mental Health Professional

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

DATE/TIME TASK DONE	TASK DESCRIPTION	REFERENCE
	Read Job Action Sheet and review organizational chart.	
	Put on nametag.	
	Assist with establishing the Patient Area.	
	Assist patients with needs as indicated obtaining needed resources and referral to other agencies.	
	Assess patients, their caregivers, and staff for signs of stress or anxiety and provide intervention as needed.	
	Remind personnel to clean up areas upon termination.	
	Participate in/complete after-action requirements.	

**MNS MEDICAL DIRECTOR  
JOB ACTION SHEET**

To provide supervision, administration, and medical oversight for the MNS.

Position Reports to

Required Credentials: Delaware licensed physician

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

<b>DATE/TIME TASK DONE</b>	<b>TASK DESCRIPTION</b>	<b>REFERENCE</b>
	Read Job Action Sheet and review organizational chart.	
	Put on nametag.	
	Provide patient census to SHOC.	
	Ensure the needs of the shelter occupants are being met.	
	Report shelter needs to SHOC Operations.	
	Conduct staff meetings to update shelter operations and needs.	
	Maintain communications with MNS Site Director and Administrative and Logistics Officers.	
	<b>Observe patients and staff for stress and fatigue.</b>	
	Observe all staff, and patients for signs of stress and inappropriate behavior.	
	Remind personnel to clean up areas upon termination	
	Participate in/complete after-action requirements	

**MNS SITE DIRECTOR  
JOB ACTION SHEET**

To establish and oversee set-up and operations of MNS.

Position reports to: MNS Medical Director

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

DATE/TIME TASK DONE	TASK DESCRIPTION	REFERENCE
	Read Job Action Sheet and review organizational chart.	
	Put on nametag	
	Establish and maintain contact with ARC Shelter Manager and SHOC.	
	Delegate responsibilities and check sheets to each team leader.	
	Develop and plan space at location.	
	Complete a check and verify that the shelter is ready for operation before it opens to public.	
	Establish areas of shelter for patient care assigned to that room.	
	Assign personnel within designated area.	
	Work with medical support staff to ensure appropriate care.	
	Set up treatment areas as indicated.	
	Ensure all supplies and records for designated areas are handled properly.	
	Anticipate needs on census and patient needs and communicates with support staff.	
	Advise Medical Director of any changes in condition of the patient(s).	
	Observe patients and staff for stress and fatigue.	
	Observe all staff, and patients for signs of stress and inappropriate behavior. Report concerns to the MNS Medical Director.	
	Remind personnel to clean up areas upon termination	

**NURSE**  
**JOB ACTION SHEET**

To deliver appropriate health/medical services.

Reports to: MNS Site Director

Required Credentials: Registered Nurse licensed to practice in Delaware

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

DATE/TIME TASK DONE	TASK DESCRIPTION	REFERENCE
	Read Job Action Sheet and review organizational chart.	
	Put on nametag.	
	Assess the physical condition of the patients on an ongoing basis.	
	Maintain the patient's medical update form.	
	Advise the MNS Site Director of any adverse change in condition of patients.	
	Monitor those patients receiving oxygen and refers to respiratory therapist if problems occur.	
	Deliver care and assistance to residents as required, following approved protocols, procedures and guidelines and/or as directed by the MNS Medical Director.	
	Work with family members/caregivers to assist with rendering care to the patients.	
	Refer patients who need immediate medical attention to physician and/or contact 911.	
	Maintain standard precautions and infection control.	
	Participate in health/medical briefings at beginning and end of each shift or while on shift.	
	Assess emotional needs of residents and coworkers.	
	Monitor the physical environment for safety or environmental risk.	
	Oversee patient care technicians in delivery of care to patient.	
	Observe patients and staff for stress and fatigue.	

<b>DATE/TIME TASK DONE</b>	<b>TASK DESCRIPTION</b>	<b>REFERENCE</b>
	Observe all staff, and patients for signs of stress and inappropriate behavior. Report concerns to the MNS Site Director.	
	Remind personnel to clean up areas upon termination	

**PATIENT CARE TECHNICIAN  
JOB ACTION SHEET**

To provide general assistance to the Nursing staff in caring for patients.

Reports to: Nurse

Required Credentials: Either Licensed Practical Nurse or EMT (B) authorized to practice in Delaware

<b>DATE/TIME TASK DONE</b>	<b>TASK DESCRIPTION</b>	<b>REFERENCE</b>
	Read Job Action Sheet and review organizational chart.	
	Put on nametag.	
	Communicates needs to RN.	
	Assist with patient care such as feeding, transporting, bathing, changing linens, etc.	
	Observe patients and staff for stress and fatigue.	
	Observe all staff, and patients for signs of stress and inappropriate behavior. Report concerns to one of the nurses.	
	Remind personnel to clean up areas upon termination	

**RESPIRATORY THERAPIST  
JOB ACTION SHEET**

To monitor respiratory status of MNS patients

Reports to: MNS Medical Director

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

<b>DATE/TIME TASK DONE</b>	<b>TASK DESCRIPTION</b>	<b>REFERENCE</b>
	Read Job Action Sheet and review organizational chart.	
	Put on nametag.	
	Regularly monitor respiratory status of MNS patients.	
	Notify RN of any changes in respiratory status	
	Observe patients and staff for stress and fatigue.	
	Observe all staff, and patients for signs of stress and inappropriate behavior. Report concerns to your direct report.	
	Remind personnel to clean up areas upon termination	

**TRIAGE OFFICER  
JOB ACTION SHEET**

To provide medical assessment for all patients entering the MNS.

Reports to: MNS Medical Director

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

<b>DATE/TIME TASK DONE</b>	<b>TASK DESCRIPTION</b>	<b>REFERENCE</b>
	Read Job Action Sheet and review organizational chart.	
	Put on nametag.	
	Perform all triage functions for MNS patients.	
	Complete Initial Evaluation Sheet (MNS Form E-2) upon patient arrival.	
	Observe patients and staff for stress and fatigue.	
	Observe all staff, and patients for signs of stress and inappropriate behavior. Report concerns to your direct report.	
	Remind personnel to clean up areas upon termination	

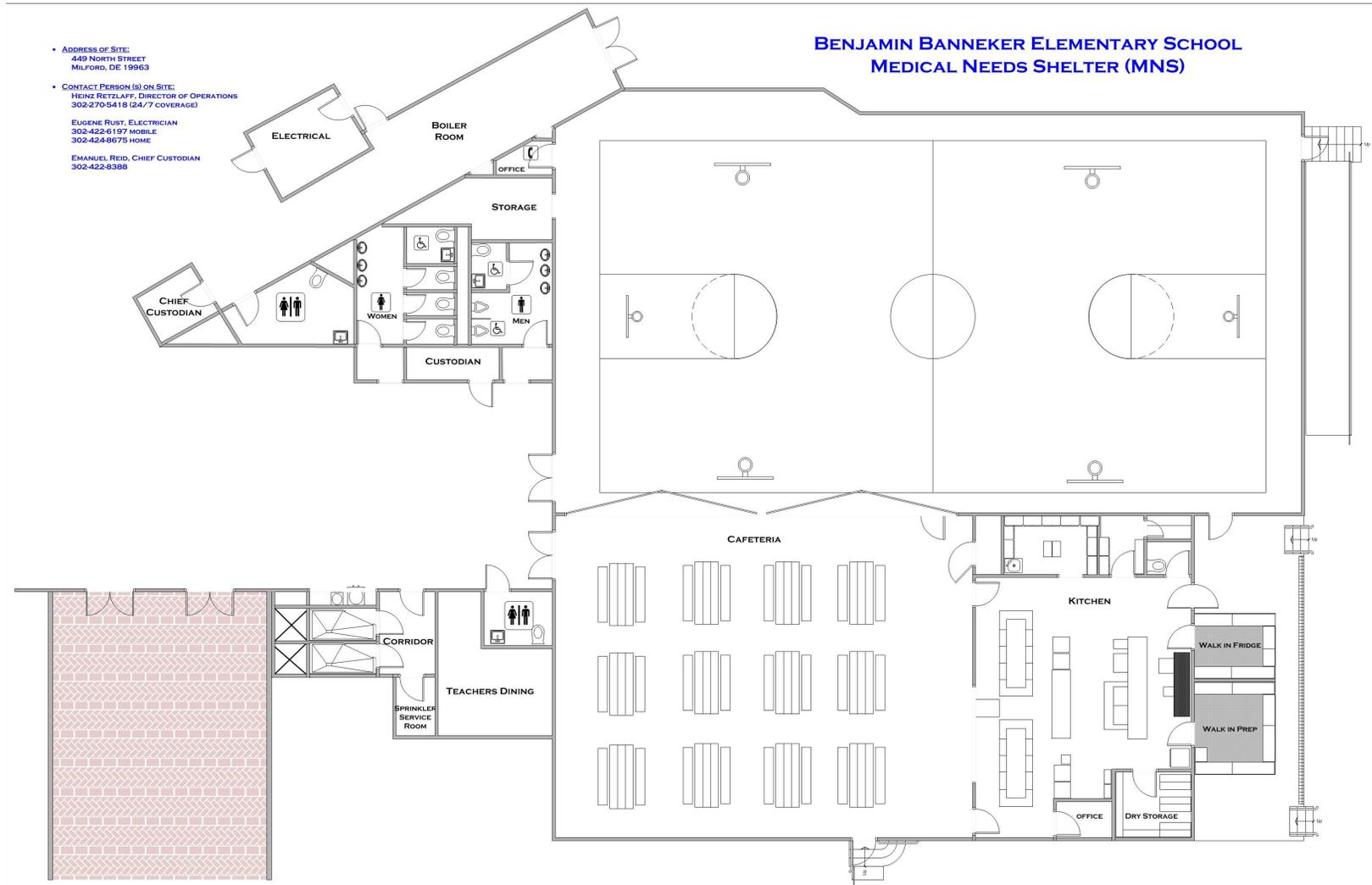
## **TAB F—Memorandum of Understanding (MOU)**

- 1.0** Copies of Memorandum of Understanding (MOU) are kept with the Division of Public Health (DPH)

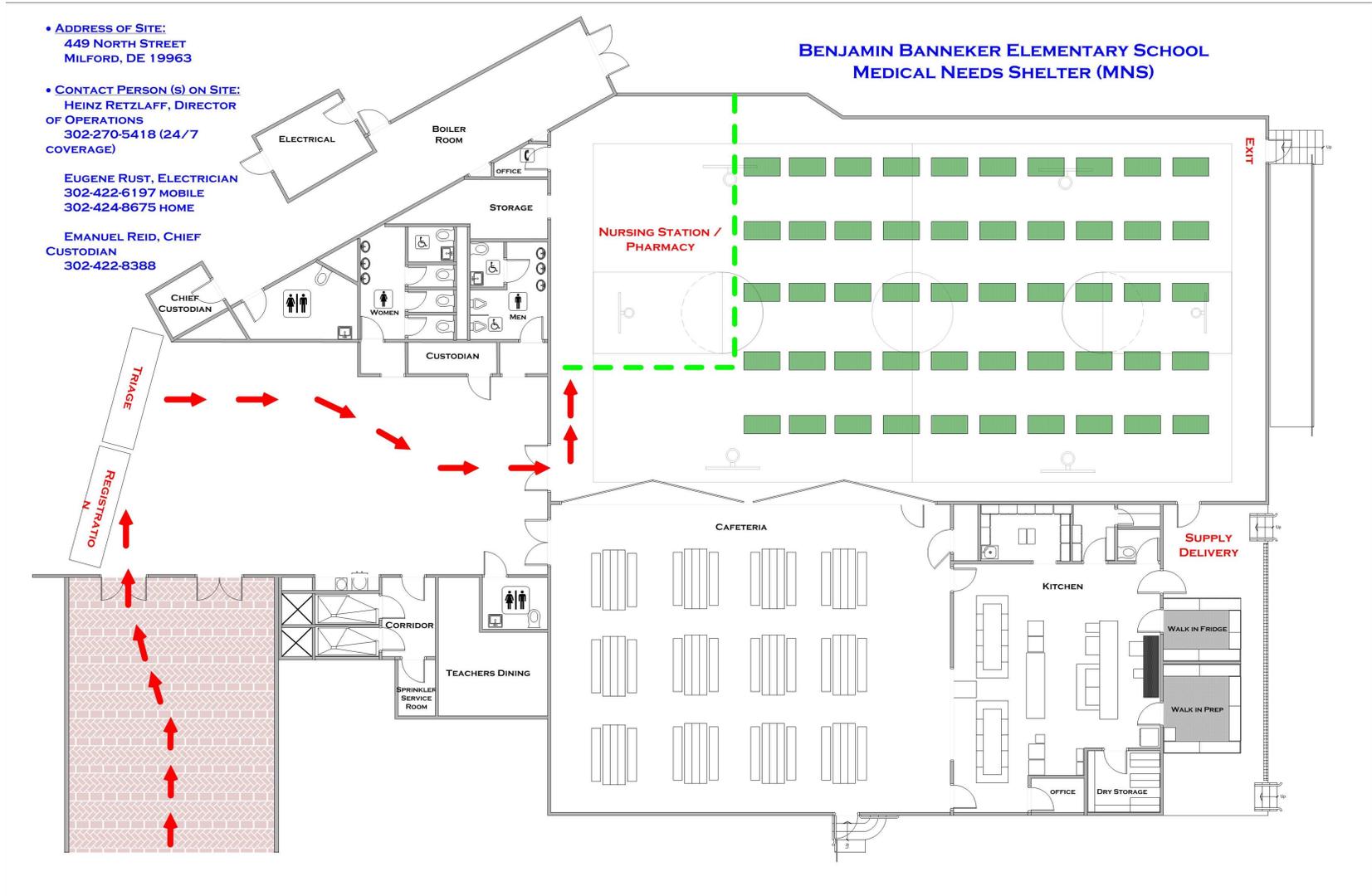
## **TAB G—Floor Plans**

<b>Figure G-1—Benjamin Banneker Elementary School MNS: Existing Floor Plan</b>	<b>69</b>
<b>Figure G-2—Benjamin Banneker Elementary School MNS: DPH/DNG Only Shelter</b>	<b>70</b>
<b>Figure G-3—Benjamin Banneker Elementary School MNS: Collocated with American Red Cross</b>	<b>71</b>
<b>Figure G-4—William Penn High School MNS: Collocated with American Red Cross</b>	<b>72</b>

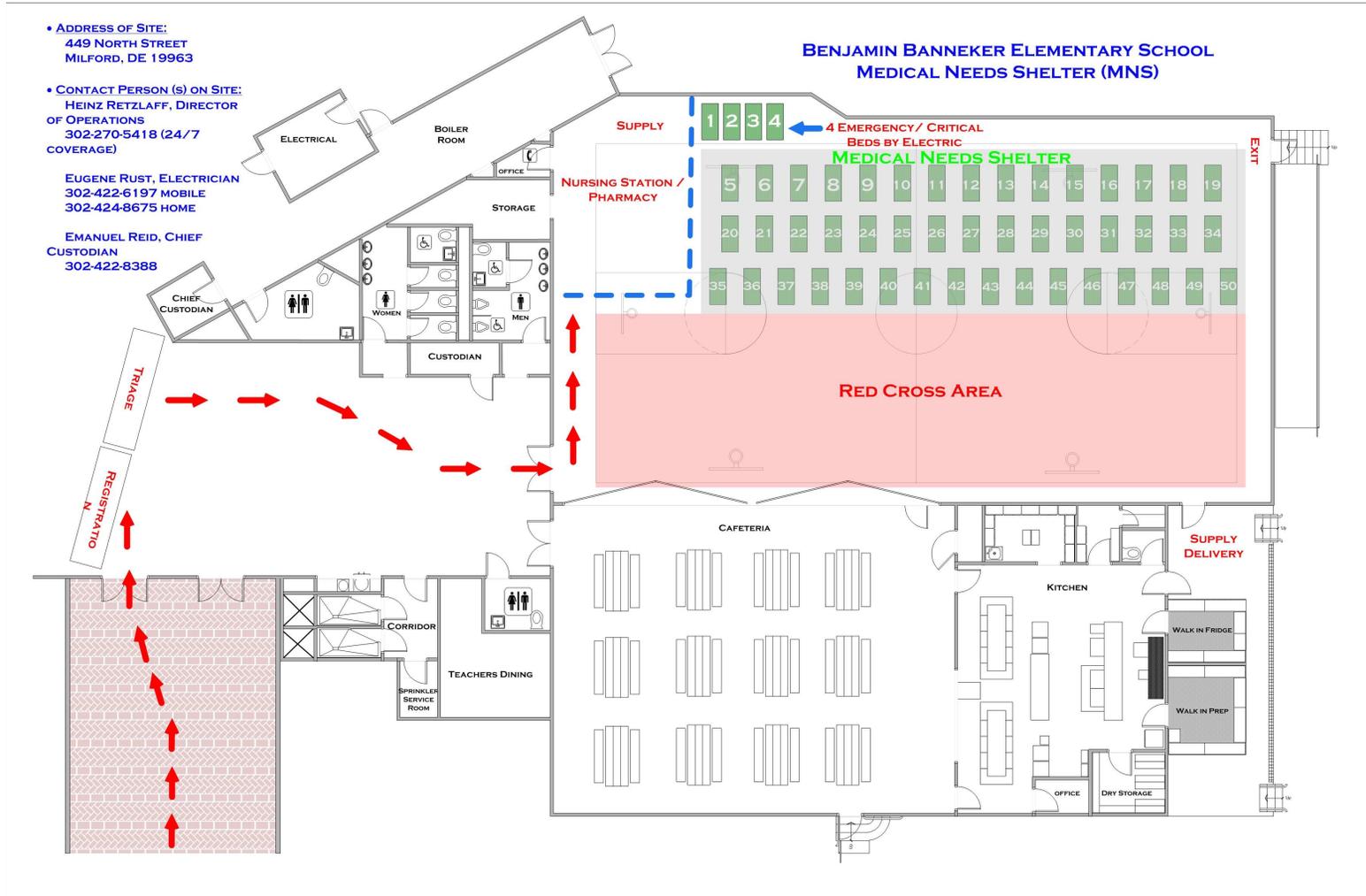
**Figure G-1—Benjamin Banneker Elementary School MNS: Existing Floor Plan**



**Figure G-2—Benjamin Banneker Elementary School MNS: DPH/DNG Only Shelter**



**Figure G-3—Benjamin Banneker Elementary School MNS: Co-located with American Red Cross**

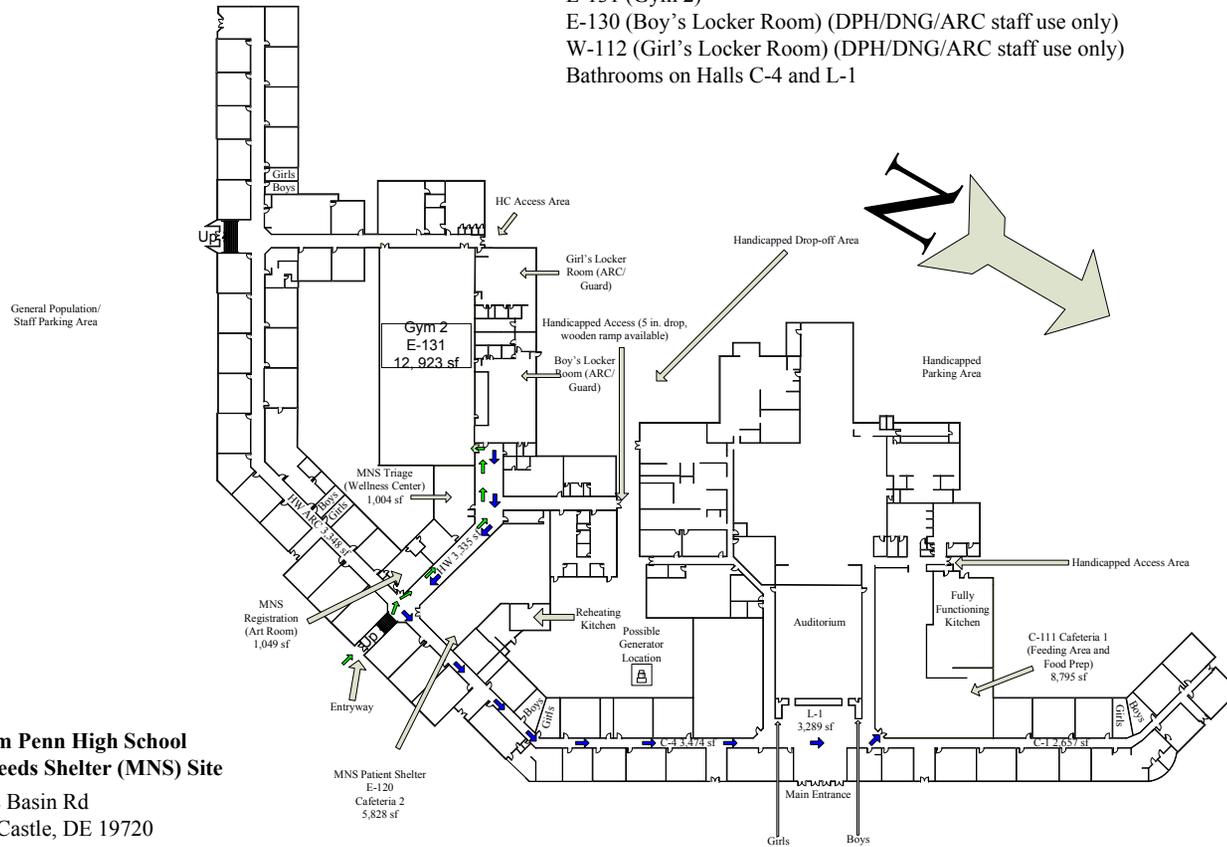


**Figure G-4—William Penn High School MNS: Co-located with American Red Cross**

- ← Green Arrows: Path from Entryway to MNS Shelter Site (Gym 2)
- ← Blue Arrows: Path from MNS Shelter Site to Cafeteria 1

**Rooms to be used (in addition to hallways):**

- C-111 (Cafeteria 1) and attached kitchen
- E-120 (Cafeteria 2) and attached kitchen
- E-121 (Art Room)
- E-123 (Wellness Center)
- E-125 (DPH/DNG/ARC staff use only)
- E-131 (Gym 2)
- E-130 (Boy's Locker Room) (DPH/DNG/ARC staff use only)
- W-112 (Girl's Locker Room) (DPH/DNG/ARC staff use only)
- Bathrooms on Halls C-4 and L-1



**William Penn High School  
Medical Needs Shelter (MNS) Site**  
713 E Basin Rd  
New Castle, DE 19720

Note: Not to Scale