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COMMUNITY RECEPTION CENTER (CRC) PLAN

<INSERT DISCLAIMER>

COMMUNITY RECEPTION CENTER (CRC) PLAN TEMPLATE INSTRUCTIONS

The purpose of this template is to provide any jurisdiction in Warren County, Ohio the tools and guidance required for developing a Community Reception Center (CRC) Plan.

In each section of this template, there are <INSTRUCTIONS WRITTEN IN RED UPPERCASE LETTERS INSIDE BRACKETS>, *general information and tips are bolded in green italics*, and sample verbiage is written in black. This is to distinguish them from other parts of the plan and no red, green, or highlighted text should be present in the final draft. Modify any language or sections to fit the needs of the applicable organization.

This page should be removed before the completion of the final draft of the plan.

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Update Table of Contents (titles, order, page numbers) once plan development has finished.

1. INTRODUCTION

This Community Reception Center (CRC) plan addresses the <INSERT JURISDICTION NAME>'s planning preparation to provide a temporary assembly point for citizens to gather during and / or following an emergency or disaster event. The length of time a CRC is operational will depend on the disaster and the needs of the community.

2. PURPOSE

The purpose of a Community Reception Center is to provide an assembly point for citizens to gather due to a natural or man-made event where they may have been evacuated from homes or businesses, need provisions for basic services such as electric or water, or to receive emergency information when other means are unavailable. These centers will serve as a location for people to be safe in hazardous conditions, allow the jurisdiction to determine what services are needed to assist citizens, and allow time for longer-term shelters to be established if they are needed.

Additionally, <INSERT JURISDICTION NAME> may utilize a CRC as a warming or cooling center during periods of extended power outages or spells of extreme temperatures.

3. SITUATION AND ASSUMPTIONS

Community Reception Centers will be utilized at a time when a situation has caused multiple people in a community to seek a location where they can be safe and have access to services that meet basic human needs. The following situations and assumptions have been made as considerations for this plan.

3.1. Situation

- The <INSERT JURISDICTION TYPE> of <INSERT JURISDICTION NAME> encompasses <INSERT NUMBER> square miles and is located in Warren County, Ohio.
- The <INSERT JURISDICTION TYPE> has a population of approximately <INSERT NUMBER>.
 - <INSERT ADDITIONAL POPULATION DATA>
 - <INSERT DATA ABOUT CRITICAL POPULATIONS>
- The <INSERT JURISDICTION TYPE> is bordered by <INSERT GEOGRAPHICAL INFORMATION>.
- There are multiple major thoroughfares, including:
 - <INSERT LIST OF STATE OR US ROUTES>.
- Additionally, the <INSERT JURISDICTION TYPE> has <INSERT ANY OTHER IMPORTANT INFRASTRUCTURE>.
- Electric providers that serve the area include <INSERT LIST OF ELECTRIC PROVIDERS>.

- During long-term power or water outages, many residents will face **<INSERT COMPROSMINING ISSUES>**.

**Consider including geographic, demographic, and infrastructure information such as percentage of non-English speaking residents, rivers or major interstates serving as a border or running through the jurisdiction, vital services that may be compromised during a long-term power or water outages (homes serviced by well-water), etc.*

3.2. Assumptions

Planning requires assumptions based on statistics, behavior patterns, and likely future trends. The following assumptions were made as consideration for the Community Reception Center Plan:

- An emergency or disaster could occur with little or no warning, causing people to seek shelter outside of homes and businesses.
- Citizens will seek information about the event from government officials, responders, and other local leaders. This may cause them to naturally congregate in their community.
- In a large-scale disaster, it will take several hours to activate and staff a county-wide long-term shelter. Citizens will need a temporary place to stage if structures are unsafe until the shelter is ready.
- In emergencies such as a long-term power or utility outages, residents may need to seek a location to access power for medical or electronic devices, HVAC for extreme temperature situations, or access to a location with basic utilities and restroom options.

**Assumptions should be specific to the jurisdiction.*

4. PLAN ACTIVATION

There are many natural, technological, or man-made disasters that could prompt the activation of a Community Reception Center. CRC facilities are pre-designated in the jurisdiction to provide temporary shelter and services to meet the basic needs of the public following an emergency or disaster. **<INSERT JURISDICTION NAME>** has identified the following triggers for CRC activation:

- When a portion of the community has sustained damages that prompt evacuation of homes / businesses, and people need a safe place to stage until they can either return to their home or business or can be transferred to a short- or long-term shelter.
- When temperature extremes and large power outages occur, the CRC can temporarily provide electricity and HVAC services for residents until power can be restored.

- When school systems are in lockdown or reunification is needed and the CRC can serve as a gathering place for parents until the reunification center can be established by the school.
- When CRC operations are requested by the <INSERT JURISDICTION FIRE DEPARTMENT> Chief, <INSERT JURISDICTION POLICE DEPARTMENT> Chief, or <INSERT CHIEF ELECTED OFFICIAL POSITION>.

****Modify activation triggers to meet the needs of the jurisdiction.***

Once the activation of the CRC has been initiated, the CRC Manager shall be notified and will begin coordinating the opening and operating of the CRC. This includes:

- Contacting the CRC Facility Representative
- Determining hours of operations
- Establishing services provided
- Mobilizing CRC staff, volunteers and supporting agencies
- Making the proper notifications

5. NOTIFICATIONS

There are a variety of notifications that will need to be made upon the activation / opening of a Community Reception Center. At a minimum, notifications of CRC operations should be provided to:

- CRC Staff
- Community Officials
- Public Safety Personnel
- County Emergency Management Agency, or if activated the County Emergency Operations Center
- The Public
- <INSERT ADDITIONAL CONTACTS>

**See Attachment A – CRC Contact List*

6. CRC FACILITIES

The location, size and services of the Community Reception Center will depend on the nature of the emergency or disaster situation. A CRC may operate in a government building, school, local business, or other location based on facilities available and the needs of the CRC.

The <INSERT JURISDICTION NAME> has identified the following facilities that will serve as Community Reception Centers.

Name of Facility	Address	24-Hour Facility Contact <i>*Include Contact Information</i>
<INSERT FACILITY NAME>	<INSERT ADDRESS>	<INSERT CONTACT>
<INSERT FACILITY NAME>	<INSERT ADDRESS>	<INSERT CONTACT>

**See Attachment B – Sample MOU*

**Having multiple facilities identified allows for the center to be in the area of need, and contingencies in case one location is unavailable.*

If one of the pre-identified CRC locations is unavailable, or the scope of the event does not warrant use of one of these facilities, another location may be selected on an impromptu basis. It is recommended that these facilities have:

- Provisions for continuous electricity, water, and HVAC systems
- Sufficient restroom facilities
- Adequate amount of seating
- Access for the public to charge electronic devices
- Adherence to ADA standards
- Provisions for family pets (if allowable)

7. CONCEPT OF OPERATIONS

7.1. CRC Operations

After the CRC has been activated, CRC staff should follow the below operational steps:

1. Ensure CRC staff sign in, and document their actions while working in the CRC.
2. Have residents complete the CRC Intake Form upon arrival.
3. Provide timely updates to the County Emergency Management Agency for situational awareness and for possible shelter needs.
4. Monitor occupant health, safety and well-being as a high priority.
5. Distribute water and snacks, if applicable.
6. Ensure all documentation, financial records, receipts, etc. are compiled together during the operational periods.

Many of these steps may be done multiple times throughout the operational period.

7.2. Demobilization

Once CRC operations are no longer needed, the center may be demobilized. The CRC Manager will determine at which point demobilization will occur. Factors that may determine demobilization include, but are not limited to:

1. There no longer residents seeking temporary shelter
2. Long-term shelters have been established
3. When the emergency or disaster no longer exists

In order to demobilize, the following needs to occur:

1. Notify all parties (listed in Section 5) that CRC operations are closing.
2. Ensure all community members that checked into the CRC have been accounted for through a check-out process or referral to another agency providing shelter.
3. Return all unused equipment and supplies to the proper organizations and / or storage locations.
4. Return the facility to original condition.
5. Gather paperwork for filing (per the Records Retention Policy).
6. Complete the financial wrap-up, if applicable.
7. Host after-action meeting to determine how operations could be improved.

8. ROLES AND RESPONSIBILITIES

Below outlines the roles and responsibilities of positions with the local CRC.

Approving Activation of the CRC:

Responsible for approving the activation of the CRC:

Line of Succession	Name / Title of Responsible Party	Contact Information
Primary	<INSERT INDIVIDUAL>	<INSERT CONTACT>
Secondary	<INSERT INDIVIDUAL>	<INSERT CONTACT>

CRC Manager:

Responsible for opening the CRC, managing CRC operations and staff, and answering questions related to CRC operations.

Line of Succession	Name / Title of Responsible Party	Contact Information
Primary	<INSERT INDIVIDUAL>	<INSERT CONTACT>
Secondary	<INSERT INDIVIDUAL>	<INSERT CONTACT>

*This person can also serve as the liaison between the CRC and the county EOC or an alternate liaison can be identified.

Intake Person:

Responsible for capturing the names of citizens inside the CRC. This helps know how many people the jurisdiction is serving, what their needs might be, and how many might need long-term shelter.

Line of Succession	Name / Title of Responsible Party	Contact Information
Primary	<INSERT INDIVIDUAL>	<INSERT CONTACT>
Secondary	<INSERT INDIVIDUAL>	<INSERT CONTACT>

**See Attachment C – Sample Intake Form*

Additional Roles that may be needed depending on the scope of the event:

Facility Staff:

Represents the building / facility that houses CRC operations. Building staff who may be needed include janitorial staff, maintenance staff, and administrators who can make building decisions.

Line of Succession	Name / Title of Responsible Party	Contact Information
Primary	<INSERT INDIVIDUAL>	<INSERT CONTACT>
Secondary	<INSERT INDIVIDUAL>	<INSERT CONTACT>

Support Staff:

Responsible for ancillary services such as providing water and snacks, checking on people, running errands for CRC staff, etc. The chart below identifies additional CRC staff who can serve in support roles:

Name / Title of Responsible Party	Contact Information
<INSERT INDIVIDUAL>	<INSERT CONTACT>
<INSERT INDIVIDUAL>	<INSERT CONTACT>
<INSERT INDIVIDUAL>	<INSERT CONTACT>
<INSERT INDIVIDUAL>	<INSERT CONTACT>
<INSERT INDIVIDUAL>	<INSERT CONTACT>

**Think about what other tasks need to be accomplished for effective CRC operations, and who will complete them. Add positions as necessary.*

9. RESOURCES

Below outlines the resources that may be needed or provided at the Community Reception Center, and who may be tasked with providing those resources:

Resource	Use	Responsible Party
Equipment		
Telephone(s)	Available for emergency assistance.	<INSERT STORAGE LOCATION / ORGANIZATION>
Television(s)	To provide entertainment and / or updates.	<INSERT STORAGE LOCATION / ORGANIZATION>
Paper / Pens	For CRC staff to document operations, and residents to sign-in.	<INSERT STORAGE LOCATION / ORGANIZATION>
Radios, cell phones, or other methods	For CRC staff to communicate with each other.	<INSERT STORAGE LOCATION / ORGANIZATION>
Electrical Outlet Strips	To charge devices.	<INSERT STORAGE LOCATION / ORGANIZATION>
<INSERT ADDITIONAL ITEMS>		
Ancillary Items		
Bottled Water	To keep residents hydrated.	<INSERT PERSON / ORGANIZATION>
Snacks		<INSERT PERSON / ORGANIZATION>
Coloring Books / Toys	To comfort and entertain small children.	<INSERT PERSON / ORGANIZATION>
<INSERT ADDITIONAL ITEMS>		

10. ATTACHMENTS

- Attachment A: CRC Contact List
- Attachment B: Sample MOU
- Attachment C: Sample Intake Form

****Update Attachments (order, remove / add, etc.) once the plan development has finished.***

CRC CONTACT LIST

Title / Agency	Name	Contact Method	Contact Info
<INSERT ELECTED OFFICIAL>			
<INSERT COMMUNITY OFFICIAL>			
<INSERT COMMUNITY OFFICIAL>			
<INSERT POLICE CHIEF>			
<INSERT FIRE CHIEF>			
Warren County EMA	Melissa Bour, Director Sydney Renner, EMA Operations Manager	Via Warren County Dispatch Non-Emergency Number	513-695-2525
<INSERT CRC FACILITY REPRESENTATIVE>			
<INSERT CRC STAFF>			

COMMUNITY RECEPTION CENTER FACILITY AGREEMENT

This agreement is entered into on <INSERT DATE> of <INSERT MONTH>, <INSERT YEAR> between <INSERT JURSDICTION> of Warren County, Ohio and the <INSERT FACILITY PROVIDER> located at <INSERT FACILITY ADDRESS>.

In the event of a local disaster or a special need, the provider will offer at no cost the following facilities to the jurisdiction to serve as a temporary staging or assembly center for the public per the details outlined in the attached Community Reception Center Plan.

Facility Locations:

Facility Name	Address
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Facility Name	Address
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Operational components and provider / jurisdiction responsibilities are outlined in the plan and coordinated pre-event or will be determined at the time of this agreement through the authorized signatories below.

Jurisdictional Representative _____ Date: _____

Provider Representative _____ Date: _____

SAMPLE MOU SHOULD BE REVIEWED BY JURISDICTION'S LEGAL DEPARTMENT BEFORE USE

CRC INTAKE FORM

Name of Registrant / Family	Contact Info (in case anything is left behind at the shelter)	# of Family Members Seeking Shelter (and ages)	Need for Long-Term Shelter?	Any Special Needs? (i.e., dietary restrictions, electricity for medical equipment, access or functional needs, etc.?)

Page _____ of _____
Duplicate as often as needed.