

LETTER OF AGREEMENT  
AMONG THE MUNICIPALITIES OF  
**[LIST TOWNS]**  
AND THE CONNECTICUT CHAPTER OF THE AMERICAN RED CROSS  
REGARDING THE ESTABLISHMENT OF A MULTI-JURISDICTIONAL SHELTER

WHEREAS, the Municipalities of **[LIST TOWNS]** (“Municipalities”) and the Connecticut Chapter of the American Red Cross (“The Red Cross”) are located in Connecticut Division of Emergency Management and Homeland Security (“DEMHS”) **Region \_\_**; and

WHEREAS, the Municipalities and The Red Cross recognize that a multi-jurisdictional shelter is the most efficient and effective way to provide sheltering to the residents of their communities in the event of a widespread emergency;

NOW THEREFORE, the parties agree as follows:

1. Parties: The parties to this agreement are the Town of [-----], which shall be known as the Host Community; the Towns of [----] which shall be known as the Supporting Communities, and; the Connecticut Chapter of the American Red Cross, working in collaboration with the Connecticut Division of Emergency Management and Homeland Security (“DEMHS”) **Region -- Office**.
2. Facility: **[HOST COMMUNITY]** shall provide the **[FACILITY]** as a multi-jurisdictional shelter (“Shelter”) for the Municipalities who are parties to this Letter of Agreement (“LOA”), upon activation of this LOA as described in Paragraph 4. Although this LOA is intended to provide shelter for the residents of these Municipalities, all individuals shall be accepted at the shelter regardless of the location of their primary residences. In the event that the **[FACILITY]** is not available for use as a multi-jurisdictional shelter (for example, it is damaged or is in harm’s way), then the Municipalities shall amend this agreement by designating another building in one of the Municipalities as a multi-jurisdictional shelter. Priority consideration shall be given to a shelter location with an aggregate feeding capability and maximum accessibility for people with functional needs.
3. Shelter Support: Each Supporting Community agrees to assist in operating, staffing and supplying the Shelter as requested by The Red Cross or the Host Community. If The Red Cross is managing the Shelter, a separate Red Cross Shelter Agreement must be executed. The Emergency Management Directors from each Municipality shall communicate with each other on a regular basis regarding shelter operations and needs. To the extent possible during the emergency, the Host Community shall provide lights, heat, generator power, and internet connections for the Shelter. The Supporting

Communities shall share in the costs incurred by the Host Community if such help is needed and requested. The Municipalities shall also work with The Red Cross for possible assistance with such costs. Nothing in this LOA shall prevent a Municipality from opening a shelter or warming/cooling/shower/electrical charging center in its own community. In fact, Municipalities should be ready to open such centers as needed, with this multi-jurisdictional Shelter serving as the primary sleeping location.

4. Process for Opening and Closing Shelter: When an emergency occurs or threatens to occur, the Emergency Management Directors of the Municipalities and The Red Cross shall confer regarding the need to open the Shelter. Red Cross resources may be used only upon the approval of The Red Cross. Upon a consensus agreement of the Host Community, The Red Cross, and the Supporting Communities, the Shelter shall be open. The same process shall be used to close the Shelter.
5. Use of the National Incident Management System (NIMS): Shelter operations shall be run as part of the Unified Command for the Municipalities, working in coordination with a representative of The Red Cross. The Chief Executive Officers of the Municipalities shall provide the overall leadership, and the Emergency Management Directors of the Municipalities shall coordinate shelter assistance. The Shelter shall create an Incident Action Plan for each operational period, including staffing, which IAP shall be provided to each Municipality.
6. Shelter Staffing: The Red Cross shall provide trained volunteers to staff the Shelter. A minimum of two staff members shall be present at all times. Upon the request of The Red Cross, the Host Community and Supporting Communities shall provide such credentialed volunteers or employees as are available in their municipalities, including if possible Community Emergency Response Team (“CERT”) members. The Red Cross and the Municipalities shall determine staffing schedules, [**which will typically be three 8-hour shifts, beginning, for example, at 8:00 am each day—WHAT HAS WORKED IN THE PAST?**], depending on shelter needs and staff availability. Staffing issues including shift changes shall be communicated from the shelter manager to the Host Community Emergency Management Director or Emergency Operations Center.
7. Municipal Liaisons: Each Municipality shall provide a paid or volunteer representative at the Shelter, generally from the hours of 11:00 am to 7:00 pm, to act as a liaison with that town’s local Emergency Management Director and residents and update them on conditions in their hometown.
8. Pet Shelter Staffing: The Municipalities shall maintain a pet shelter near or adjacent to the Shelter. The pet shelter shall be managed by the [**NAME THE MUNICIPALITY OR MUNICIPALITIES**] Animal Control Officer, who will be responsible for scheduling trained staff and/or volunteers who shall be provided by the Municipalities.

The Animal Control Officer shall be present in addition to, but not in replacement of, the police/ law enforcement officer required under Section 13 below. It is mutually understood that service animals will be sheltered with the resident.

9. Sheltering for Children, the Elderly, and other Functional Needs: Each municipality shall be responsible for assisting the Shelter in meeting the needs of all Shelter residents, including addressing the need for effective communication and personal care assistance for those with functional needs. Supporting Communities shall provide assets and resources such as shelter boxes, cots, and children's supplies as available within each Municipality. It is expected that each individual coming to the Shelter shall bring the necessary equipment and medicine that he or she needs for an extended period of time. The Municipalities shall direct residents to bring medicines, personal care items, baby supplies (e.g., formula, food, and diapers), and sleeping accommodations (e.g., pillows, blankets, sleeping bags) with them to the Shelter.
  
10. Food: The goal is that shelter feeding will include three meals per day, with snacks and water available 24 hours a day for residents and workers. Municipalities shall work with The Red Cross to provide food for the Shelter. If requested, the Municipalities may assist the Red Cross in procuring food, including requesting the use of USDA foods located in the Municipalities from the state Department of Administrative Services (DAS). The Red Cross may establish a catering agreement with the host school food service agency or department to prepare meals using food supplies on hand. Additional municipal resources may be needed to support the special dietary needs of shelter residents, which may include Meals on Wheels, local hospitals, nursing homes, restaurants, and caterers.

The Parties shall work together to seek reimbursement for all eligible expenses by the Federal Emergency Management Agency in the event of a Presidentially-declared Major Disaster. To the extent possible, the Municipalities shall work with its employees in advance of any emergency or disaster to pre-determine potential staff and food availability. Cafeteria staff from the Host Community school district shall assist Red Cross volunteers in preparing and serving meals. If requested, cafeteria personnel from the Supporting Communities may also assist with meal preparation or service. The Shelter shall follow local health guidelines in the preparation, handling, and storage of food.

11. Health Care: It shall be a goal of the parties to have health care professionals on site at the shelter. If needed, the Red Cross and the Municipalities may request the assistance of one or more volunteer civil preparedness forces, including but not limited to Medical Reserve Corps Teams, or the state Disaster Behavioral Health Response Network. Any such requests shall be made through the Host Community's Emergency Management Director to the DEMHS Regional Office.

12. Cots: The [**HOST COMMUNITY OR OTHER MUNICIPALITY**] shall make available for use at the Shelter the [**PROVIDE NUMBER**] cots in the trailer assigned to that town. Other Municipalities may be requested to supply additional cots as needed, or to assist to replenish the trailer supply as used at the Shelter. Cots that are located closest to the Shelter shall be used first if possible. The Municipalities within **Region** \_\_\_ shall work together and with the DEMHS Regional Office to maintain a regional cot inventory, to be updated by July 1<sup>st</sup> of each year.
13. Police Support: In accordance with Connecticut General Statutes Section 28-22a, Article VI(2), each Supporting Community shall provide a police presence at the Shelter as requested by the Host Community. At least one police officer shall be on duty there at all times. The Host Community Emergency Management Director shall work with his/her local law enforcement to coordinate a schedule for appropriate police coverage.
14. Transportation: Within available resources, the Host Community shall provide accessible transportation to and from the Shelter as requested. Supporting municipalities shall also help with transportation for their residents as requested. [**WHAT ARRANGEMENT WORKS FOR YOUR TOWNS?**]
15. Shelter Counts: Shelter counts shall be conducted regularly and shall be coordinated through The Red Cross. These counts shall be entered locally on Web EOC, and kept as current as possible.
16. Communications: The Host Community will attempt to identify funding for the establishment of a dedicated hard line at the front desk of the school for the exclusive use of the Shelter for external calls. The Support Communities shall help to fund this line if requested by the Host Community. The Municipalities shall also purchase one or more cell phones dedicated to use by the shelter manager(s): These numbers shall not be publicly distributed, but shall only be provided to the Municipalities' Chief Executive Officers, Emergency Management Directors, and other key state, local or Red Cross Officials. It is anticipated that an amateur radio operations will also be present at the Shelter to the extent possible.
17. Shelter Cleaning: The Host Community shall work with the Local Public Health District to ensure that the Shelter is kept clean in accordance with local health regulations. Support Communities shall provide supplies and personnel to assist with such cleaning as requested by the Host Community. It is anticipated that showering hours shall be limited to 6:00 to 8:00 am and 4:00 to 8:00 pm. [**DETAILS ACCORDING TO AGREEMENT OF TOWNS**]
18. Liability: To the extent possible, the parties shall deploy volunteer and paid personnel that are covered under the provisions of the party's own insurance and/or the liability and

workers compensation provisions of Connecticut General Statutes Sections 28-8a, 28-22a, 28-13, and/or 28-14. The Host Community shall maintain appropriate levels of liability insurance for the use of the facility as a shelter. The Red Cross shall maintain insurance in accordance with that organization's policies.

**19. Commodities Distribution:** The Town of [-----] shall establish a commodities staging area and shall coordinate with the other Municipalities for delivery/pick-up of commodities at the staging area. Each Municipality shall supply its own transportation and refrigeration. **[THIS SECTION SHOULD BE INCLUDED IF THE REGION'S COMMODITIES OPERATION MAY AFFECT SHELTER OPERATIONS]**

**20. Term and Amendment of this Agreement:** This agreement shall be effective as of the date of the final signature. Any amendment to this LOA must be made in writing and signed by all parties. Any party may terminate its participation in this LOA upon ninety days' written notice to all other parties.

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Connecticut Chapter of                      DATE  
The American Red Cross

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