Logistics: An Overview

Disaster Services

Participant Guide

February 2013

American Red Cross

THE AMERICAN RED CROSS MISSION

The American Red Cross prevents and alleviates
human suffering in the face of emergencies by
mobilizing the power of volunteers
and the generosity of donors.

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Disaster Services

Logistics: An Overview

Course Purpose

Provide an overview about how the Logistics group supports an American Red Cross disaster relief operation (DRO).

Learning Objectives

- Explain how the Logistics group supports a disaster relief operation (DRO).
- Describe how each of the activities functions within the Logistics group.
- Explain how the Logistics group relates to the other groups and activities within Disaster Services.
- Identify the skills, abilities and knowledge needed by disaster responders conducting the Logistics activities.
- Identify how you might become involved in the Logistics group.

Logistics Activities

1. Facilities
2. Transportation
3. Supply
4. Procurement
5. Warehousing
6. In-Kind Donations (IKD)
7. Life Safety & Asset Protection (LSAP)

Responsibilities of Logistics at the Red Cross

The responsibilities of the Logistics group are to provide transportation, facilities, supplies, equipment and technical support on a DRO, and to ensure the safety and security to all activities so that workers can focus on service delivery.

Logistic Values

- Think safety first
- Be timely, reliable, and accountable
- Use resources wisely
- Work as a team
- Anticipate and meet customer needs

Facilities

Responsibilities

- Acquire, inspect and equip facilities used by the Red Cross
- Complete forms, agreements and other documents relating to facilities

Types of Facilities

- Shelters
- Kitchens and feeding sites
- Service delivery sites
- Emergency aid stations
- DRO headquarters
- Warehouses

When responding to a disaster, Disaster Services uses facilities on a temporary basis for service delivery, operation administration, and storage. With few exceptions, the Red Cross does not own these facilities.

Sources of Information for Acquiring Facilities

- Chapter disaster plans
- Chambers of Commerce
- Faith-based and other partners
- Commercial realtors
- Red Cross board members and workers

Shelter Requirements

- Sleeping area
  - 20 or more square feet per person for an evacuation shelter
  - 40 or more square feet per person for a post impact shelter
- Toilets
  - Recommended ratio is a minimum of 1 toilet for 20 people
- Showers
  - Recommended ratio is a minimum of 1 shower for 25 people
- Food delivery and service areas
- Private area for mothers with infants
- Private areas for discussions with caseworkers, health and mental health workers
- Storage area for blankets, cots, etc.
- Adequate parking for clients and staff
- Accessible to people with functional and access needs

Note: The *Sheltering Handbook* lists all of the requirements for a shelter site.

Kitchen Requirements

Space for-

- Food production
- Dry storage
- Refrigerated storage
- Parking and loading
- Cleaning food containers (Cambros)
- Trailers and refrigerated trucks

Fixed Feeding Sites

Space for-

- Client and staff parking
- Dry storage
- Refrigeration and ice storage
- Dumpsters
- Tables, chairs
- Fans and tents

Service Delivery Sites

Space for-

- Caseworkers to meet with families
- Private areas for health and mental health services
- Client waiting area and play area for children
- Parking for clients, workers, and partners
- Adequate lighting
- An accessible area to distribute cleanup kits and other supplies
- Tables and chairs
- An area to provide snacks to clients
- Separate client toilet facilities, if possible
- Area for disaster workers to take breaks

Emergency Aid Stations

- Safe location close to the damaged area
- Removed from vehicular traffic
- Visible

DRO Headquarters

- Work space for dozens of workers
- Area for orientation and training
- Parking for disaster workers
- Meeting space

Warehouses

- Accessible to major highways
- Loading docks for shipping and receiving
- Office space and work areas
- Material handling equipment

Workers in Facilities

Question: What skills and abilities do workers in the Facilities activity need to successfully complete their tasks?
List your possible answers here-

1.

2.

3.

4.

Question: What knowledge would be helpful to do this type of work?
List your possible answers here-

1.

2.

3.

4.

Transportation

Responsibilities

- Track rented, loaned and donated vehicles
- Maintain and track national vehicles
- Arrange courier, mail and shuttle services
- Record and report all vehicle accidents
- Complete daily reports of vehicle counts and associated costs

National Vehicles

- Emergency Response Vehicles (ERVs)
- Mobile kitchens
- Feeding and shelter support trailers
- Drop trailers
- Tractors

Courier Service

- Make daily runs to service delivery sites, kitchens, shelters and affected chapters
- Deliver supplies and mail
- Transport workers to and from airports and work sites

Workers in Transportation

Question: What skills and abilities do workers in the Transportation activity need to successfully complete their tasks?
List your possible answers here-

1.

2.

3.

4.

Question: What knowledge would be helpful to do this type of work?
List your possible answers here-

1.

2.

3.

4.

Supply

Responsibilities

- Gatekeeper of the requisition process
  - *Disaster Requisition, Form 6409*
- Review requisitions and decide how to source them

The *Disaster Requisition, Form 6409,* is used to track all items or services (expendable and non-expendable) that are:

- purchased
- rented
- leased
- loaned
- donated

Procurement

Responsibilities

- Obtain and replenish supplies
- Acquires services
- Retrieves supplies
- Returns items after the disaster
- Maintains the paperwork, receipts and invoices to submit to Supply for completion of the three-way match process

Workers in Supply and Procurement

Question: What skills and abilities do workers in the Supply and Procurement activities need to successfully complete their tasks?
List your possible answers here-

1.

2.

3.

4.

Question: What knowledge would be helpful to do this type of work?
List your possible answers here-

1.

2.

3.

4.

Warehousing

Responsibilities

- Manage the inventory of materials and supplies required for disaster relief operations

Warehouses are short-term, pass-through facilities to house products obtained by Supply for a disaster relief operation. Inventory control is a priority.

Workers in Warehousing

Question: What skills and abilities do workers in the Warehousing activity need to successfully complete their tasks?
List your possible answers here-

1.

2.

3.

4.

Question: What knowledge would be helpful to do this type of work?
List your possible answers here-

1.

2.

3.

4.

In-Kind Donations

Responsibilities

- Work with national contracts, partners, and various companies to obtain donations of goods that are needed and can be received in a timely manner
- Manage offers from companies that want to donate items for clients to use

Life Safety & Asset Protection

Responsibilities

- The safety of all Red Cross material and human assets
- Identify physical security
- Act as the liaison with local, state and federal law enforcement

Logistics Group Activity

The scenario below is an adaptation of the scenario introduced in the *Disaster Services: An Overview* course.

Scenario

One summer afternoon, your chapter was notified by the fire department about a large apartment fire. Six apartment units were destroyed and others had major damage, but the fire department stated that the entire building of 148 units needs to be evacuated because of concerns with structural damage and some hazardous materials found in one section of the building.

Sheltering

The DAT finds out from the fire department that the residents cannot return to their apartments because of possible structural damage to the building and the need to remove the hazardous materials. Many of the residents find relatives or friends to take them in; however, 100 residents will need temporary housing. The DAT contacts the chapter staff who activate the shelter and feeding teams. The shelter team, working with the disaster leadership at the chapter, arranges for the city's recreation center to become the shelter facility. The shelter team needs supplies and equipment.

Feeding

The feeding team will be providing meals to the shelter residents, beginning with a dinner meal this evening. The feeding team plans the menus, sends a request for the food, drinks and snacks to Logistics, and creates a meal schedule. Meals will be provided as long as the shelter stays open, which may be about a week. In addition, the local emergency management office has asked Red Cross to bring an Emergency Response Vehicle (ERV) to the scene to operate a canteen with drinks and snacks for three days to support investigators and workers cleaning up the hazardous materials.

Returning home

Four days later, the chapter is informed by the building inspector that the building structure is safe and the residents whose units were not burned can return to their apartments the following day. The residents whose apartments were near the burned units will return home to water damaged apartments. For these residents, a Logistics team will organize and obtain cleanup kits for the Mass Care group to distribute. The kits contain items such as brooms, mops, work gloves, bleach and trash bags. When all of the shelter residents have either returned to their apartments or have found temporary places to live, the chapter will close the shelter and the relief operation.

Directions for the Activity

1. Read the scenario.
2. In your group, discuss and answer the question(s) you were assigned.
3. Select a spokesperson to report out to the group.
4. Preparation time: 10 minutes

Scenario Questions

1. What kinds of supplies, equipment and services will Logistics need to provide to set up and operate the shelter? What items might be available at the chapter?

2. What types of vehicles will be needed to support the response? How might they be procured?

3. Hot meals and sandwiches will be provided by a caterer for lunches and dinners at the shelter. What other food, drink and supply items will be needed to support the feeding at the shelter? How might they be procured?

4. A request was made for a Red Cross canteen with drinks and snacks for three days. What will Logistics need to do support the request? Who determines the quantities?

5. Based on the scenario, what services will Logistics need to provide when the shelter closes and people are returning to their apartments?

Key Points

- Logistics is a support group that is responsible for ensuring all the other groups and activities have all the tools necessary to provide quality, cost-effective service to those affected by disaster as soon as possible.
- Logistics has the major role in acquiring, tracking and returning all equipment and supplies needed on a disaster relief operation.
- Logistics is responsible for being a good steward of the donated dollar.
- Logistics is responsible for keeping an accurate record of goods and services for the operation.

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